



PMHA RESIDENT SERVICES 2018 HIGHLIGHTS

PMHA's Resident Services Department connects low- to moderate-income Public Housing residents with referrals and supportive services in partnership with the local community, to encourage individuals and families to reach their full potential. The Resident Services Department strives to assist participants to make progress toward economic and housing self-sufficiency, by linking them to the services that enable them to increase earned income, reduce or eliminate the need for welfare assistance, and make progress toward achieving economic independence. For elderly and disabled residents, the Resident Services Department links participants to supportive services which enable them to age/remain in-place, living independently and with improved quality of life, thereby avoiding more costly forms of care.

Under the 3-year Fiscal Year (FY) 2016 Resident Opportunity and Supportive Services (ROSS) – Service Coordinator grant, PMHA was awarded funding to hire a Social Services Coordinator. PMHA's current Social Services Coordinator was hired on October 18, 2017, as PMHA closed out the prior 3-year FY 2013 ROSS grant and began to implement programming and services under the FY 2016 ROSS grant. PMHA's Social Services Coordinator is available to provide Public Housing residents with short-term/crisis case management and linkage to community resources that can provide assistance with basic needs. A portion of funding from the FY 2016 ROSS grant is also available to assist eligible Public Housing participants with items that promote self-sufficiency efforts, such as transportation assistance to work, school or medical appointments where no other options are available (bus passes, gasoline cards), professional clothing or uniforms for new employment and employment retention, and items that promote housing retention thereby reducing the likelihood of eviction (cleaning supplies, vacuum) and allowing the elderly and disabled to remain in place.

During 2018, the Resident Services Department:

- Completed needs assessments and provided assistance (service coordination, referrals, and/or items) for 197 Public Housing households. This included assistance with the following (not duplicated in other bullet points):
 - Transportation (42 times: 35 times gasoline and 7 times PARTA passes)
 - Housing retention (41 times)
 - Health (16 times)
 - Homeownership & credit services (13 times)
 - GED preparation services (7 times)
 - Household items not related to housing retention (5 times)
 - Employment/continuing education (5 times)
 - Food (4 times)
 - Utilities (1 time)
 - Community Resource Guide, Portage County Street Card, and referral to Portage-211 (3 times)
- Partnered with the MightyPack Program to provide weekend food for 40 families with children who were identified as food insecure, across all Public Housing sites.
- Established an on-site food pantry at 1 Public Housing site (Heritage Knolls) in partnership with the KSU Campus Kitchen and the MightyPack Program.
- Completed training with the Portage County Health District to become Cribs for Kids program trainers, and distributed cribs to 5 Public Housing families who did not have a safe sleep option for a newborn or infant in their homes.
- Partnered with the Retired Senior Volunteer Program (RSVP) for the Children's Summer Reading Program at Renaissance Place and Heritage Knolls, which served 39 children on Monday afternoons over the course of 5 weeks during the children's summer break.
- Partnered with RSVP for the Homework Buddies Program to provide youth services, including homework help, reading to kids, and mentoring. Sessions began in December 2018 at Renaissance Place on Monday afternoons (4

volunteers serving 9-11 total youth) and at Heritage Knolls on Wednesday afternoons (2 volunteers serving 1-3 total youth).

- Partnered with the Ohio State University (OSU) Extension office to provide a series of 3 SNAP-Ed nutrition education classes to 9 senior and/or disabled residents at Eastowne Manor and Etna House.
- Partnered with the OSU Extension to provide a series of Youth SNAP-Ed nutrition and exercise education classes at Community Estates and Renaissance Place, which served 67 children on Wednesday afternoons (Renaissance, for 6 weeks) and Thursday afternoons (Community Estates, for 9 weeks) during the children's summer break.
- Partnered with the Portage County Health District to offer a series of 5 smoking cessation classes at the Opportunity Resource Center (ORC), which were open to all Public Housing residents.
- Partnered with the Community Action Council (CAC) Summer Food Service Program (SFSP) and LoveLight, Inc., to provide 2,256 total lunches at 4 Public Housing sites: Renaissance Place (CAC Summer Food Program), Community Estates (CAC Summer Food Program), Athena Gardens (LoveLight), and Heritage Knolls (LoveLight). LoveLight, Inc. also provided children's activities before and after lunch.
- Partnered with 2 teams of Kent State University (KSU) Community Engaged Learning students in a Business and Marketing course, to create a social media presence for PMHA and update PMHA's marketing publications, in order for PMHA to better connect with Public Housing residents, Section 8 participants, partner agencies, and the community.
- Hosted 9 events for PMHA's 50th Anniversary, incorporating HUD's Strong Families Initiative, at 9 locations (8 Public Housing sites and the PMHA main office), with 81 households comprised of 203 total people in attendance (adults-110, youth-93).
- Hosted 2 Children's Ice Cream Sundae party outreach events at Renaissance Place and Community Estates, as a reward to all of the children who helped keep the neighborhood looking tidy (throw away trash properly on the property, don't throw mulch, help clean up the community room after summer lunch program daily) over summer break. Attendance was 20 children.
- Hosted 4 fall harvest parties (at Eastowne Manor, Etna House, Renaissance Place, and Heritage Knolls), with 65 people in attendance (adults-27, youth-38)
- Partnered with Home Instead for the "Be a Santa to a Senior" program, which provided a holiday gift for 82 low-income elderly/disabled residents at Eastowne Manor, Etna House, and Walnut House.
- Hosted 9 winter holiday parties at Public Housing family and elderly/disabled sites, including pictures with Santa, with 133 residents in attendance (69 adults, 64 youth)
- Set up and maintained a Hat & Mitten Giving Tree in the PMHA Lobby from late-November through early-March, to provide a variety of warm winter attire including hats, mittens, gloves, scarves, and earmuffs to those in need. 7 community donors plus 17 PMHA staff donors kept the tree stocked all winter. 1008 items were given to those in need during the winter season.
- Utilized City of Kent social service grant funds for the following: Planting and maintaining a community garden at Heritage Knolls; Hosting Good Neighbor Meetings with the Kent City Police Department at Athena Gardens, Heritage Knolls, and Portage Landings, with 52 total residents in attendance; Purchasing "Little Free Libraries" to install on-site; Purchasing schools supplies for 31 youth; and Providing emergency contact numbers magnets for 180 residents.