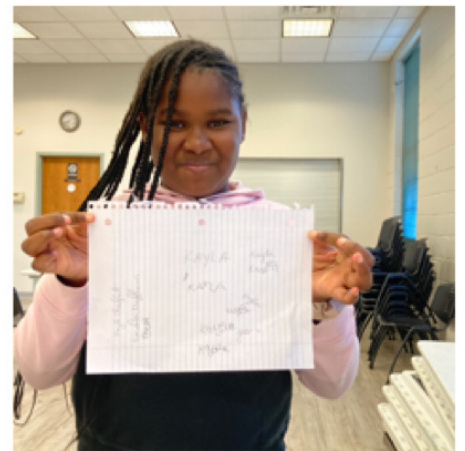


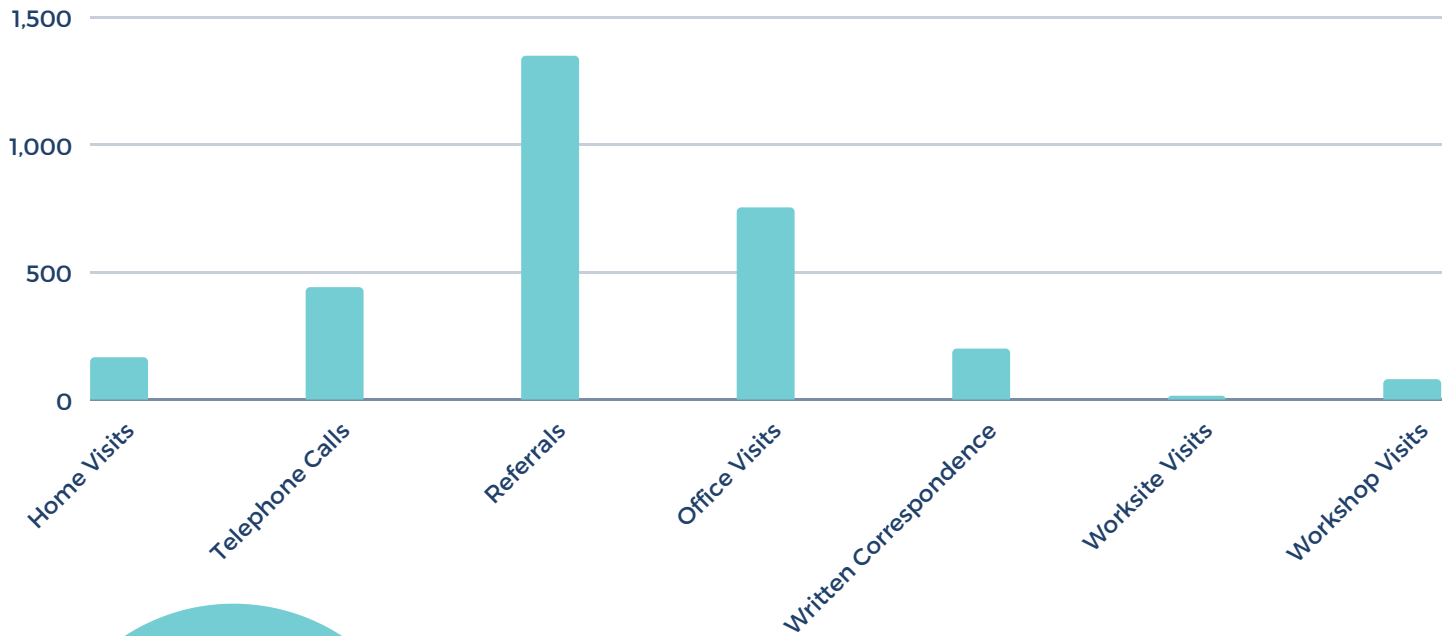
# Resident Services

2021

YEAR END REVIEW



# Case Management



2618

Case management services were completed in 2021.

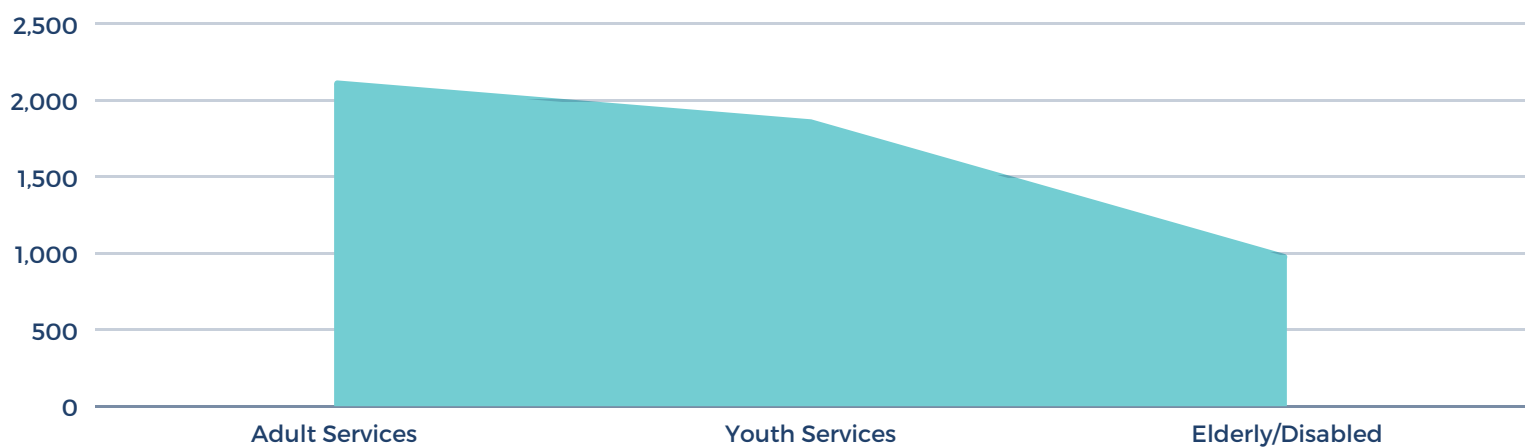
1345

Referrals were coordinated to connect residents with resources.

1273

Case management meetings were conducted.

# Total Outreach



16,661

outreach efforts were completed in 2021.

756

Doors were knocked on in 2021, meaning we attempted to engage with every single resident living in City Heights, Latonia Terrace & Golden Tower.

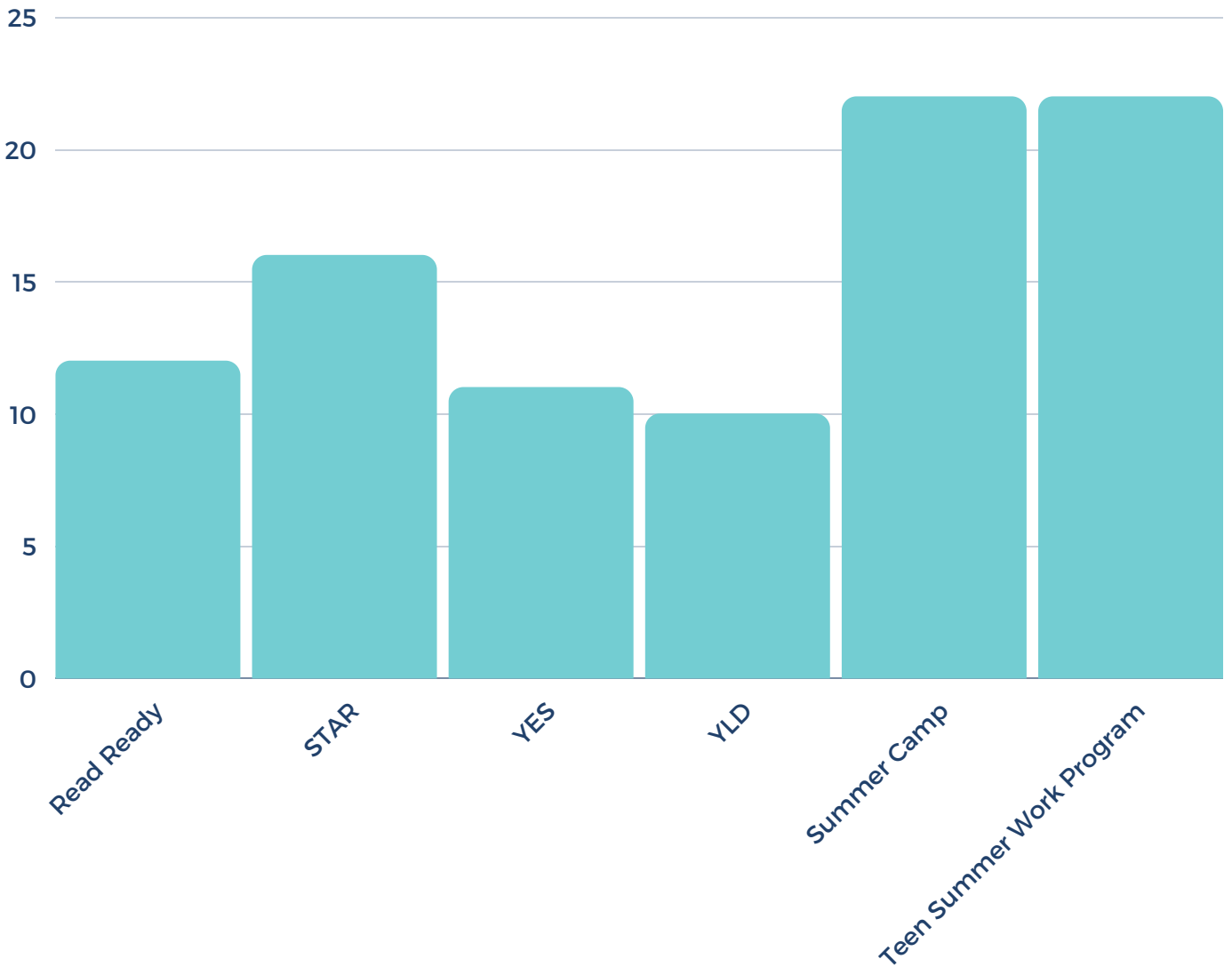
13,684

Informational and promotional flyers were distributed to residents.

437

Phone calls were made to residents.

# Youth Programming



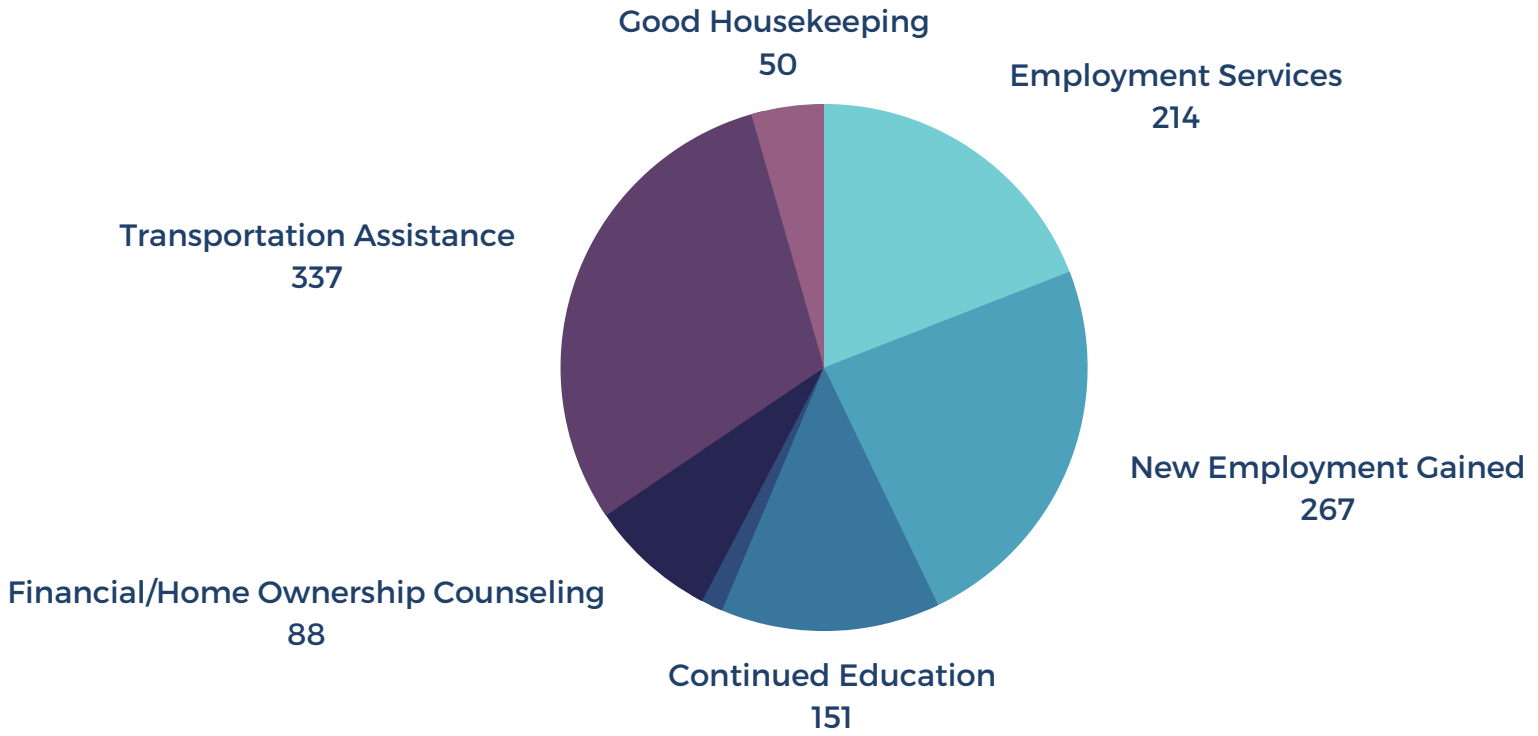
## 232

youth were served in 2021. These residents were able to participate in weekly programming rooted in education, technology, social skills development, job experience, and exposure to various cultures.

## 1218

Meals were provided to our youth during times they could not be in school.

# Adult Programming



**24**

Secondary education certificates or diplomas were earned.

**1414**

Meals were served to residents in need of food.

**902**

Self-sufficiency milestones were met.

**51**

Job interviews were coordinated.