

RIDGEFIELD HOUSING AUTHORITY

Resident Service Coordination Program Report

June 2026

Program Overview

The Resident Service Coordination Program provided supportive services to promote housing stability, independent living, health and wellness, and access to community resources for residents of Ballard Green and Prospect Ridge Congregate. Services included case management, benefit enrollment assistance, crisis intervention, healthcare coordination, community programming, volunteer engagement, and referrals to local service providers.

Resident Engagement & Programming

June Programs and Events

The following programs were offered during June:

- Coffee & Conversation Social Hours
- National Charity League Class of 2026 Graduation Party
- Sit and Be Fit Exercise Program
- Nuvance Health Stroke Prevention Program
- ROAR Therapy Dog Visits
- Movie Matinee
- Armchair Travel Program
- Arts and Crafts
- Bingo Socials
- Aldrich Museum Senior Tour
- RVNA Healthcare Know Your Numbers Clinic
- Community Food Rescue Distribution
- Lunch and Learn with National Healthcare Summer Safety: Hydration & Heat Stroke Presentation
- Monthly Birthday Celebration

These programs support socialization, reduce isolation, and strengthen community connections among residents.

Case Management & Resident Support

Individual Resident Contacts

During June, resident service coordination activities included:

- Wellness checks
- Benefit assistance
- Care coordination
- Housing stabilization support
- Hospital discharge planning

- Transportation assistance
- Family and caregiver communication
- Advocacy with healthcare providers and social service agencies
- End of Life Support and Funeral Assistance

Case Management Activity

- Individual resident meetings conducted
- Wellness checks completed
- Resident concerns addressed
- Crisis intervention situations are managed
- Hospital/rehabilitation discharge planning cases

Common areas of need included:

- Food insecurity
- Transportation barriers
- Healthcare access
- Home care coordination
- Financial assistance
- Social isolation
- Self-neglect concerns

Referrals & Community Partnerships

Referrals Completed

Referrals were made to:

- Western Connecticut Agency on Aging (WCAA)
- Connecticut Home Care Program for Elders (CHCPE)
- Municipal Agent for Elderly Services
- Benefits enrollment assistance programs
- Mental health providers
- Home health agencies
- Visiting nurse services
- Food assistance programs
- Elder Protective Services
- Transportation resources

Entitlements & Benefits Assistance

Residents received assistance with applications, renewals, and benefit navigation for SNAP, Connecticut Energy Assistance Program, Renters Rebate, Medicare Savings Programs, Medicaid/HUSKY, Pharmaceutical Assistance Programs, transportation benefits, and food assistance resources.

- SNAP
- Connecticut Energy Assistance Program
- Renters Rebate
- Medicare Savings Programs
- Medicaid/HUSKY
- Pharmaceutical Assistance Programs
- Transportation Benefits
- Food Assistance Resources

The Resident Service Coordination Program continues to assist residents in maximizing available benefits and maintaining financial stability.

Volunteer & Community Partnerships

Community partnerships are essential to program success.

June partnerships included:

- ROAR
- RVNA Health
- Nuvance-Northwell Healthcare
- Ridgefield Garden Club
- Community Food Rescue
- Food Rescue USA
- SOAR
- Aldrich Museum
- Ridgefield Commission on Aging
- National Charity League volunteers
- Warm Wishes Birthday Project

Volunteer support assisted with:

- Social programming
- Resident engagement
- Food distribution
- Friendly visiting and outreach

Housing Stability & Quality of Life

The Resident Service Coordination Program plays a critical role in preventing unnecessary institutionalization and supporting aging in place.

Key outcomes achieved during June included connecting residents to supportive services before crises escalated, increasing participation in social and wellness activities, continuing monitoring of vulnerable residents, improving access to healthcare and community resources, and enhancing communication among residents, families, providers, and property management.

- Increased participation in social and wellness activities
- Continued monitoring of vulnerable residents
- Improved access to healthcare and community resources
- Enhanced communication between residents, families, providers, and property management

July 2026 Planned Events

Health & Wellness

- Hands-On CPR Training
- Healthy Aging Discussion Group

Social & Recreational Programs

- Fourth of July Celebration Hot Dog Party
- Americana Armchair Travel Program
- Ice Cream Sundae Social
- Bingo and Games
- Coffee & Conversation Gatherings
- Movie Matinee
- Fitness Programs

Educational Programs

- Benefits and Resource Information Session on Renters Rebate

Community Engagement

- Therapy Dog Visits
- Food Rescue Distribution
- Volunteer Friendly Visitor Program
- Intergenerational Activities with Community Partners

Goals for July

- Increase resident participation in summer programming through targeted outreach.
- Continue outreach to isolated and vulnerable residents with regular check-ins.
- Expand volunteer engagement during the summer months through new partnerships.
- Support residents with benefit renewals and entitlement applications through direct assistance.
- Strengthen partnerships with healthcare and community organizations through continued coordination.
- Monitor residents at risk during periods of extreme heat and summer weather conditions through ongoing wellness checks.

Respectfully Submitted,

Monica Stromwall
Resident Service Manager
Ridgefield Housing Authority