



# **2025 YEAR REVIEW**

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## **RESIDENT SERVICES DEPARTMENT**

**Director of Resident Services  
Cipher Sun, LICSW**



**Newton Housing Authority  
82 Lincoln St  
Newton, MA 02461**



# ONE-TO-ONE SERVICES IN REVIEW

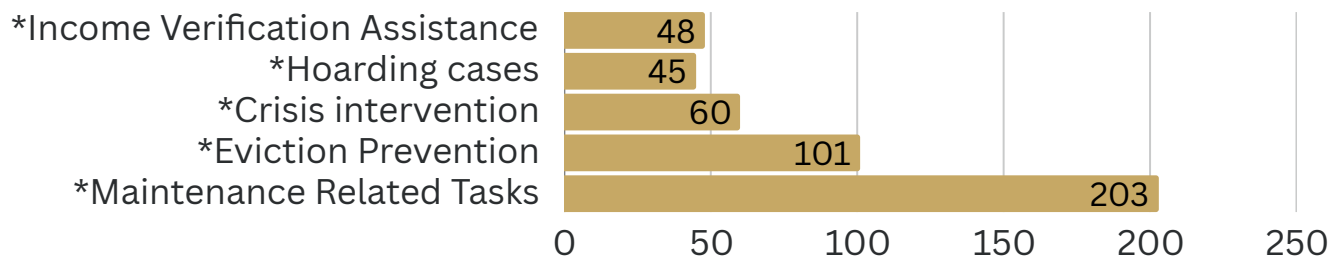


In 2025, the Resident Services Department (RSD) provided **case management services** to **278** unique\* Newton Housing Authority (NHA) residents in five languages (English, Russian, Ukrainian, Mandarin Chinese, Spanish). In total, the NHA oversees a portfolio of 1,027 households.

\*Unique NHA residents refers to the unduplicated number of people served. Some residents are served multiple times throughout the year.



In 2025, the RSD delivered **994** service engagements to NHA residents, including **rental assistance, crisis intervention, and hoarding and clutter support**. This reflects an increase from FY2024, when 251 unique residents received 820 service engagements. The chart below illustrates the most frequently provided services by the Resident Services Department in 2025.



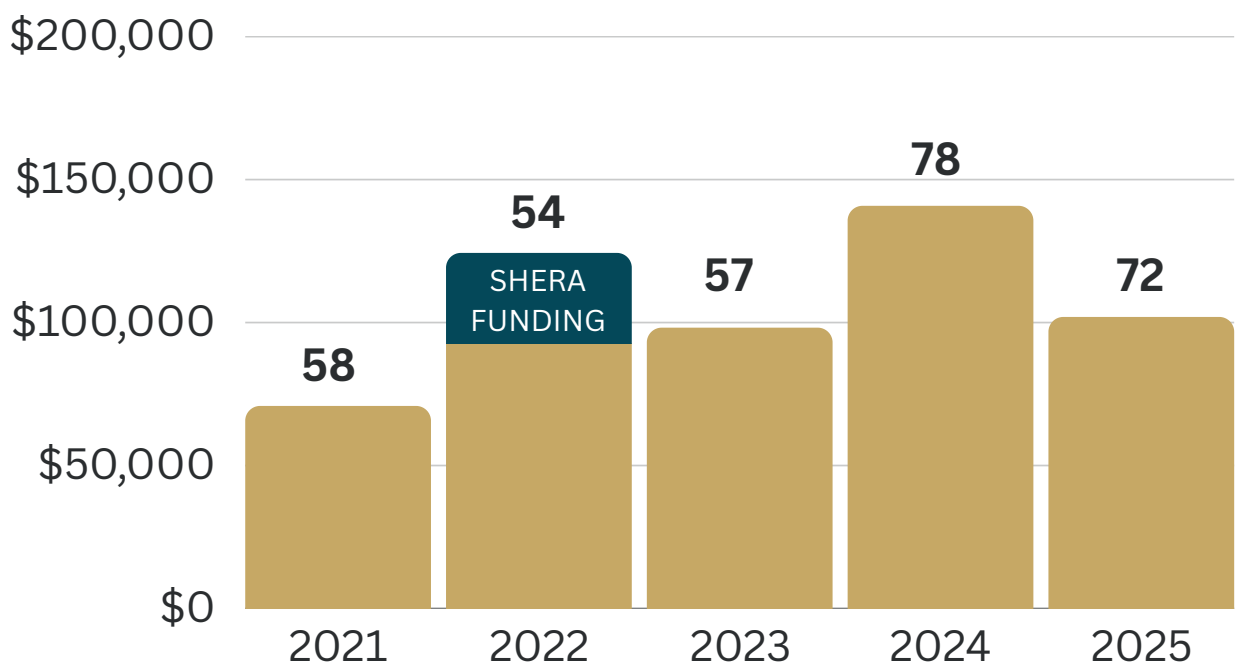
**In 2025**, the RSD provided **13** recreational programs, engaging a total of **235 residents**. These programs included meal delivery initiatives such as the Thanksgiving program, in-person events like the Summer Concert & BBQs, Holiday Parties, and the Lunar New Year Celebration. Additionally, the RSD partnered with the city of Newton and the PACE Serenity program and offered Health and Wellness programs, including flu shot clinics and exercise classes, affordable internet program and Fall Bus Trips.



# FINANCIAL ASSISTANCE AND RSD SERVICES

In **2025**, the RSD assisted **72** NHA residents in securing financial assistance resources, totaling **\$101,959**. On average, each household received \$1,416.

Year over year, the amount of financial assistance received by NHA residents and facilitated by the RSD remained over \$100,000 annually. This is attributed to the department's proactive outreach and engagement efforts, strong internal collaboration with NHA's administrative staff, and the rising cost of living affecting NHA residents.

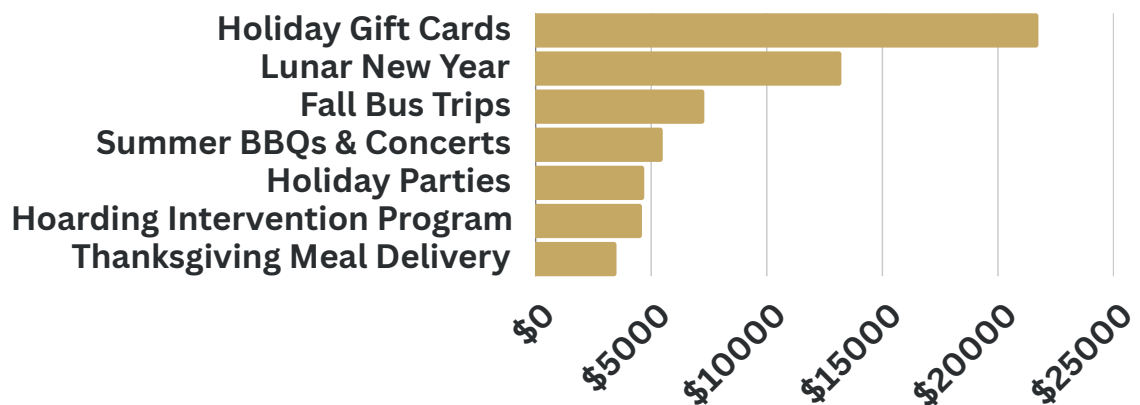


\*Number of households who received support with securing financial assistance



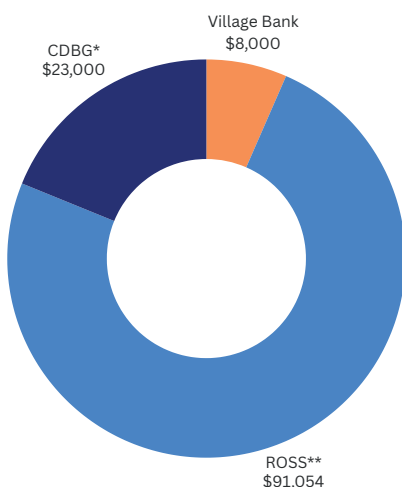
## RECREATIONAL PROGRAM COST BREAK DOWN

RSD requires a minimum of \$56,000 annually to maintain its current level of programming. To make participation accessible regardless of cost, all recreational programs are offered at no cost to NHA residents. RSD will work with NHA Executive Leadership team on strategizing ways to financially support RSD programming. The chart below highlights some of the program's most costly activities.



## FUNDRAISING EFFORT

2025 RSD Funding Sources



The accompanying chart outlines the combined funding sources that the RSD depends on to support its ongoing programming, staffing, and costs associated with emergency resident situations (e.g., health and safety situations, food gift cards, critical personal care supplies).

The large majority of the RSD's external funding sources support staffing costs (ROSS, CDBG). To fund recreational programming for NHA residents, the RSD relies on small local grants and donations. Unfortunately, the loss of the Title III Older Americans Act in 2025 has further reduced the program's total recreational grant funding to \$8,000 (from the Village Bank), which has impacted the RSD's ability to provide low-cost programming across the NHA's portfolio.

\*Community Development Block Grant (CDBG)

\*\* Resident Opportunity and Self-Sufficiency Grant (ROSS)

## PARTNERSHIP SPOTLIGHT:

Over the years, many residents have struggled to access home-based care that supports their independence within the community. Traditional local Aging Services Access Points (**ASAPs**) play an important role in providing resources and helping older adults delay transitions to higher levels of care. However, ongoing workforce shortages in home care have made it increasingly difficult to secure reliable services, often leaving older adults without necessary support for extended periods.

The Program of All-Inclusive Care for the Elderly (**PACE**) is a comprehensive model designed to meet the healthcare and supportive service needs of individuals aged 55 and older. In 2025, RSD partnered with the Serenity Care PACE program to enhance residents' vitality and overall well-being through a variety of initiatives. These efforts included:

- Referring **7** NHA residents to the PACE program
- Hosted several on-site exercise classes
- Sponsored NHA Holiday Parties and Lunar New Year event

Exercise class at Parker  
House  
Oct, 2025



Serenity Care PACE



## PARTNERSHIP SPOTLIGHT CONT'D

In addition to prioritizing residents' health needs, RSD also works with internet service providers to ensure residents have access to reliable, affordable connectivity. These efforts aim to reduce digital barriers and support residents' access to essential online resources, including telehealth, online resources, and community engagement:



- Astound Broadband: Available for all residents, offering stable internet services at low cost through special community programs.
- MBI: Grant funded opportunity with the goal to provide free, high speed internet to selected properties (Echo Ridge, St. Jean's and 237 Watertown St, totaling **82** units)

Through these partnerships, RSD continues to promote digital equity and enhance overall quality of life for residents.



# RSD COMMUNITY BUILDING



In 2025, RSD hosted its first psychoeducation group, **Our Healing Block**, at Haywood House. Key learning points include:

- Understanding trauma
- Stress management
- Build healthy boundary

The group was open to all NHA residents and Haywood House residents. RSD received positive feedback from residents and plans on offering the group at another property in 2026.

## UPCOMING PROGRAMS IN 2026



As a continued effort to combat food insecurity on our properties, RSD plans to work with the Newton Food Pantry and host a pilot mobile food pantry program at Horace Mann property in March 2026. The goal is to assess food needs, educate residents about the Newton Food Pantry, and bring fresh produce to our residents at no cost.

## ACKNOWLEDGEMENTS

We extend our sincere gratitude to our partners for their support and collaboration throughout the year. Our valuable partners play an integral role in our ability to improve the quality of life of NHA residents. We look forward to continuing our partnerships and accomplishing even greater milestones in the future.



# STRATEGIC PLANNING



RSD is currently conducting the 2026 Tenant Survey to better understand the evolving needs of older adult residents, individuals with disabilities, and families. This data collection effort serves as a critical tool in evaluating whether current programs effectively address resident needs and identifying opportunities for improvement. RSD remains committed to using resident feedback to guide program development and ensure services are responsive, relevant, and impactful. The final report is anticipated to be completed by summer 2026.



RSD continues to prioritize the development of culturally responsive programming. Looking ahead, the RSD plans to incorporate more activities and events that reflect the diverse interests, cultural backgrounds, and language needs of NHA residents.



In response to the evolving external funding landscape, the RSD aims to explore both external and internal funding opportunities to expand and enhance recreational programming across the NHA portfolio. This effort involves collaboration with the Executive Leadership team—including the Executive Director, Deputy Executive Director, and Director of Finance—to explore the use of internal reserves for recreational programs. Additionally, ongoing discussions will continue regarding the ROSS grant and CDBG funding. NHA remains committed to its mission of providing services and access to opportunities that enhance the quality of life for all residents.