



Resident Services

Shaunda Jackson, Director
October 22, 2025

Housing Authority of the City of Asheville

Resident Services Department

Board Report – September 2025

GENERAL UPDATES

After a busy summer and numerous back-to-school events in August, September provided an opportunity to reconnect and catch up with Family Self-Sufficiency (FSS) participants. Much of the month was focused on conducting check-ins, addressing immediate needs, and offering hands-on support to help participants stay on track with their goals. From assisting with job searches and transportation solutions to helping navigate housing, education, and financial challenges, September was a month of meaningful, one-on-one engagement aimed at removing barriers and reinforcing progress.

We continue to receive strong support and collaboration from our full Resident Services team. We would like to give special thanks to our colleagues for stepping in to assist during heavier months-whether through walk-ins, phone coverage, or partner coordination, your efforts are deeply appreciated.

ACKNOWLEDGEMENTS & HIGHLIGHTS

- **Partnership with Working Wheels:** Assisted an HCV resident in obtaining a Hurricane Relief vehicle. The resident lost two vehicles and her home during Hurricane Helene and had recently graduated from the FSS Program.
- Morgan worked closely with an FSS participant to secure an electric bike to support her employment goals. She does not hold (or intend to obtain) a North Carolina driver's license, and the e-bike now serves as her primary form of transportation to and from work. A big thank you to **Morgan** for going above and beyond to assist with this resident, and to **Eric** for assembling the bike.
- **Recognition from HUD:** Our team was acknowledged during the **nationwide FSS Office Hours** for securing external funding to help eliminate barriers for FSS participants.
- **Life Coach Certification:** Congratulations to **Karolina, Robert, and Thomas**, who completed an **8-month Certified Life Coach training** through the University of Georgia- a major accomplishment that strengthens our team's capacity.
- Dogwood grant spending September 2025 totals:
 - FSS: **\$6,632.62**
 - HOP: **\$22,710**

- Community Engagement: **\$0**
- Hurricane relief: **\$12,672**
- Total: **\$42,014.62**- the highest amount spent for direct resident assistance to date

FAMILY SELF-SUFFICIENCY

- **4 new FSS enrollments**
- **2 new FSS escrow accounts**
- **4 Car Repairs** Facilitated
- **2 deposit** assistance provided
- **1 FSS Graduation**
- **Multiple Scheduled Quarterly Check-ins Completed**
- **230 Total Active FSS Participants**
- **Assistance Provided:**
 - Job search & employment support, including resume updates and job recommendations
 - Utility and rental assistance referrals
 - Help with IRS payment coordination for elderly resident
 - Helped former client communicate with Greenville Housing Authority about mold concerns
 - Transportation assistance provided

RESIDENT SERVICES

- **Wellness / FSS Check-ins:**
 - 14 Residents at Pisgah View
 - 6 Residents at Deaverview
 - Included delivery of food, water, diapers, baby formula, and other supplies
 - Daily check-ins with Altamont residents and service coordination
 - Continued communication and coordination between departments to support residents' and staff needs.
 - Resident Services continued weekly trips to grocery stores and Walmart at Altamont, ensuring residents have access to essential food, household items, and supplies.
- **Food Distribution:**
 - 14 food boxes from Community Markets distributed to residents in off-weeks
- **Diaper/Wipes/Baby Formula Deliveries:**
 - 25 Families at PVA
 - 4 Families at DVA
- **Transportation Assistance:**
 - Bus passes delivered
 - Electric bike delivered to 1 resident

HOMEOWNERSHIP

I want to recognize **Eric, our Homeownership Coordinator**, for his exceptional work in supporting HACA's homeownership initiatives. Thanks to his dedication and expertise, Asheville Housing Authority continues to **hold the #1 ranking in the state out of 344 housing authorities in North Carolina** and is **ranked 31 out of 9,748 housing authorities nationwide**. This remarkable achievement speaks volumes about the hard work, commitment, and impact of our entire team in helping residents achieve self-sufficiency and build wealth through homeownership.

- We had one new homeowner in August, and one in September.



- We have one resident under contract, expecting to close in November.

SOUTHSIDE KITCHEN

In September 2025, Southside Kitchen served over **13,000 meals** to residents and program participants across HACA communities. The kitchen received **6 deliveries totaling over 563 cases of food**, ensuring we maintained a consistent and nutritious meal service throughout the month. In addition to day-to-day operations, the team is actively working on **updating kitchen equipment** to improve efficiency, enhance meal preparation, and support our long-term service goals.

RESIDENT COUNCIL

- Continued preparation and planning for the Resident Council relaunch across all HACA sites (Excluding Altamont).
- Engaged residents to re-establish Resident Councils
- Coordinated nominee eligibility
- Established the Resident Council timeline and planning process; scheduled bi-weekly Tuesday meetings to maintain progress.
- Secured partnerships with UMOJA and Asheville Dream Center for neutral facilitation
- Established Resident Council timeline, planning process, and bi-weekly meetings

AFTER SCHOOL PROGRAMS

- **Positive Vision for Academics (PVA)**
 - Operating Tuesday through Friday, 2:30–5:30 PM
 - 20 Students Enrolled
 - Lead Staff: Deashia R. & Nikia M.
 - 4 Tutors from Read2Succeed
 - 2 Tutors from Marvelous Math Club
- **Youthful Hands (Maple Crest)**
 - Operating Monday through Friday, 2:30–5:30 PM
 - 25 Students Enrolled
 - Lead Staff: Ms. Earle & Teresa Timbers
- **Positive Opportunities Develop Success PODS (Edington Center)**
 - Operating Monday through Friday, 2:30–5:30 PM
 - 116 Students Enrolled
 - Lead Staff: Tarina J. and Neishun

MEETINGS & TRAININGS ATTENDED

- **FSS Monthly Staff Meeting**
- **Community Engagement Sessions**
(with City of Asheville, Buncombe County Parks & Rec, Read2Succeed, Marvelous Math Club, and Positive Vision for Academics)
- **Reentry Council Meeting – Buncombe County**
- **SJL Meeting at Claxton**
- **Children First/CIS After School Planning**
- **MTW/FSS Info Sessions – PVA, Edington Center**
- **Rent Café Pilot Planning Sessions** (with Central Office staff)
- **YWAM Weekly Outreach – Klondyke (Tuesdays 3–5 PM)**
- **R2S Board of Directors Meeting**
- **Asheville City Schools Collaborative**

OTHER COMMUNITY SERVICES

- **MANNA Community Markets**
 - DVA: 1st & 3rd Mondays
 - PVA: 2nd & 4th Wednesdays
- **Appalachian Mountain Community Health Center – Mobile Unit**
 - 2nd & 4th Thursdays at Pisgah View, 9:00 AM–3:00 PM
 - 1st & 3rd Thursdays at Aston Towers, 9:00AM- 3:00PM

UPCOMING EVENTS

- **SPOOKY HALLOWEEN EVENTS**
 - DVA 10/30/2025
 - Edington Center 10/31/2025
 - PVA 10/31/2025
 - Hillcrest 10/31/2025
- **Community Skating event- Edington Center 10/31/2025 and 11/01/2025**

Hurricane Helene Community Support Acknowledgement

As we reflect on the past year, we want to remember and sincerely thank all individuals, organizations, and partners who supported our communities during Hurricane Helene. Your generosity, time, and resources provided critical assistance to residents who experienced loss and displacement, helping them recover and rebuild. We are deeply grateful for your continued commitment to the well-being and resilience of our HACA communities.