



ASHEVILLE HOUSING AUTHORITY

**165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801**

Resident Services Report **Shaunda Jackson, Director** **March 26, 2025**

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Resident services staff are continuing efforts to update files and ensure all folders are in order. They are also sending out escrow letters and scanning case files into SharePoint. IFHPA (Kathy Avery) assisted a client in obtaining baby food that had been difficult to locate. Additionally, staff followed up with Be Well to have water tanks picked up in Klondyke, with 3 remaining.

There are ongoing residents' concerns regarding hardships not being processed and residents being charged rent when hardships should have been applied. Rent Café has also proven inaccessible and not user-friendly for all residents.

Coordinators continue to conduct wellness checks, deliver water and supplies, and provide assistance with recertifications, tax preparation services through AARP at Pack Square, credit repair, budgeting, and resumes.

Resident Recognition

One of our FSS participants recently received a car from Working Wheels and has also enrolled in the GED program at AB Tech.

Teresa lost everything during Hurricane Helene, but with Parris's support, she was able to secure a new apartment. Throughout this challenging journey, Teresa has displayed remarkable resilience. Despite facing multiple tragedies over the past year, she has stayed focused on her goals and has not missed a single day of work!

Through our partnership with Working Wheels and the Dogwood Health Trust FSS Grant, we successfully helped six residents with essential car repairs.

2 Southside participants started new jobs: one at McDonalds and another at Richmond Retirement Community

Six residents have been recommended to the Medical Assistant Apprenticeship Initiative Pilot Program which is made possible through agreement between Appalachian Mountain Community Health Centers and North Carolina Community Health Center Association. If selected, apprentices will complete 2000 clinical training hours at an hourly rate with guaranteed employment upon completion and commitment for three years.

Homeownership

We have 2 participants with new homes under contract. One of the two potentially closes this month.

We have one participant who is currently scheduled to move into his Habitat for Humanity

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home in June.

Youth Programs

Edington – Chosen PODS: 90 kids

Significant strides have been made in staff onboarding, procedural implementation, and academic support. We have successfully boarded all new staff, ensuring clarity regarding roles, responsibilities, and company procedures. Ongoing professional development initiatives are underway, and strategies to enhance homework participation during academic time have been implemented.

Spring Break Camp will take place April 14th through April 16th.

Summer Camp @ Edington will take place June 16th through August 15th.

Maplecrest—Youthful Hand: 22 Kids

Youthful Hand currently serves 22 children with the support of our community partner, Serve2Lead. We are actively seeking a lead staff member to assist Ms. Teresa with daily activities and the upcoming summer programming.

Summer Camp @ Maple Crest will take place June 16th through August 15th.

Pisgahview – Positive Vision for Academics (PVA): 12 kids

Positive Vision for Academics continues to provide afterschool for our families living in the Pisgahview community. Students receive homework assistance, reading interventions from our partners at R2S and fun activities Tuesday through Friday from 2:30pm to 5:30pm. They will support up to 30 children for the summer.

Summer Camp @ PVA will take place June 16th through August 15th.

Other youth activities:

Read2Succeed is driving real impact. More than 75% of students in our tutoring and reading programs show above-average growth in foundational reading skills over the school year and summer. One-to-one tutoring—grounded in the science of reading and delivered by dedicated, equity-driven educators—is a proven strategy to help students achieve grade-level reading.

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Bike Rodeo for Youth that live in PVA and DVA in collaboration with Read2Succeed, Marvelous Math Club After School, Positive Vision for Academics After School, City of Asheville Community Equity and Inclusion Department, and Buncombe County Parks and Recreation.

Read 2 Succeed held a Black Author Book Event at the PVA Community Center on Thursday, February 27th.

Resident Council

With the support of other resident services staff, managers, and community partners WNC Tenant Network and the PEACE team which is made up of My Daddy Taught Me That, YTL, and Sparc, Angela is working to get the resident councils reestablished at each site. There must be at least five duly elected members for the resident council to be established and sanctioned by HACA according to the HUD guidelines.

To get the word out, Angela and the team go door to door with flyers for the initial meeting and a survey for residents to complete. Flyers are also posted in several public locations throughout the community site. At the meeting, the residents are introduced to the interim CEO, Asset manager, resident services staff and third-party partner. A general overview of the process is presented and the tentative timeline of the election process. The residents share a meal have a discussion on the benefits of the Resident Council and the election process which has to be conducted by a third party. Angela always makes it fun and engaging by handing out small gifts to residents who took the time to attend.

So far, the process has started at Altamont, Hillcrest and Klondyke. Meetings are scheduled at the remaining sites throughout the month of March and April.

Community Engagement:

Deaverview Resident and employee of Disability Partners, K. Parker and Just Economics hosted an event in Deaverview to organize an advocacy group for residents with disabilities. Their vision is to ensure all residents feel included and supported in their community at each HACA site.

Rock-climbing event at Montford Center for Hillcrest & Klondyke Residents (Pictures Included) was held on Saturday, February 22.

Arts and Crafts event was held in Klondyke on Tuesday, February 11th.

Appalachian Mountain Community Health Center Mobile Unit continues to support residents in Pisgahview, Bartlett and Aston Tower.

MANNA COMMUNITY ENGAGEMENT MARKETS returned to the Deaverview, Pisgah View,

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Aston Tower, Bartlett, Maplecrest, and Klondyke Communities in February

Rob Butler will continue to collaborate and schedule events with Asheville Parks & Recs for spring and summer events for Klondyke & Hillcrest.

Edington

The center is utilized weekly by a host of community partners for various activities and events for community. Big Time Basketball Team, Fundamental Basketball, Carolina Raptors, My Daddy Taught Me That and Carolina Storm all utilize the gym every day of the week for girls' and boys' basketball and track, cheerleading and football. After practice there is open gym on Monday through Thursday.

Hope City Hoops has open gym every Sunday evening

ABIPA hosts an exercise class in the multipurpose room every Wednesday evening at 6:00 and every Saturday morning at 9am.

The Asheville Chess Club takes place every Tuesday in the multipurpose space every Tuesday at 5:30 and every second Saturday.

On Saturday, March 8th we hosted the University of Greensboro's Lady Spartans for basketball practice which ultimately resulted in them winning the Southern Conference (SoCon) Championship. This is the 3rd year the Lady Spartans utilized our facility.

Funding

The Accelerate Buncombe project has successfully concluded, and we have received the final grant payment. In addition to assisting numerous residents in obtaining training, certifications, and employment, this initiative generated **\$103,600.33** in reimbursement for HACA staff salaries and fringe benefits.

We are excited to announce that we have finally received our FSS 2025 grant funding notice. In October 2024, our FSS team applied for the highly competitive priority FSS funding, and for the first time ever, HUD has allocated additional funding for our FSS Team. We are now eligible to receive up to **\$335,997** in reimbursement for FSS staff salaries, fringe benefits, and training—an increase of **\$120,000** over the 2024 reimbursement.

Dogwood Health Trust grant spending

Thanks to the grant we received from the Dogwood Health Trust, our Resident Services department team has been able to secure crucial financial support to residents for removing self-sufficiency barriers, homeownership assistance, hurricane relief, and community engagement. In the first two months of 2025, we have provided direct

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financial assistance to residents in the following areas:

- FSS: \$12,607.79
- HOP: \$6,961.30
- Hurricane Relief (February only): \$832.14

Total: \$20,401.23

This support is making a real difference in our community, and we're proud to continue helping residents overcome challenges and work toward a brighter future.

Staff Shout Outs!!

PVA: Thank you to Ms. Allison Smith and Jasminu Moore who assisted two FSS/PVA residents with relocating from previous units that needed repairs into units that were better fit for their families within days. We also want to recognize Kendra Roberts for the support with enrolling new residents into FSS either before ending her evening or beginning her morning. Thanks for the promptness!

And the PVA/DVA maintenance/grounds crew!! Jerry, Zach, Damon and Robert (he's the new guy), Branson, Marcus, Angie, Owen and Markell. They are working tirelessly to get residents housed.

Deaverview: Angela James and Tia Fletcher for attending and supporting events.

Hillcrest: Big thank you to Andy for going above and beyond to support with resolving cases for FSS participants. We also want to thank Ms. Tammy and Tamara for showing up at the Resident Council meeting. And we can't leave out ALVIN! Alvin is always there to support events, passing out flyers, getting the word out to residents and keeping the community clean.

Southside: Thanks to the Southside maintenance team Teri, OJ, Robert and Quentin. In addition to their daily maintenance duties in the units, they are always there to step in and support when there are maintenance issues at the Edington or Lonnie D. Burton center. Thanks for all your support.

Klondyke: Shout out to Ms. Nikita Lindsey to send residents our way when they need support or want to enroll in FSS.

Altamont: Kudos to Ms. Yvette Jones, the Property Manager at Altamont! She has gone above and beyond by actively advertising, supporting, and attending Altamont meetings to

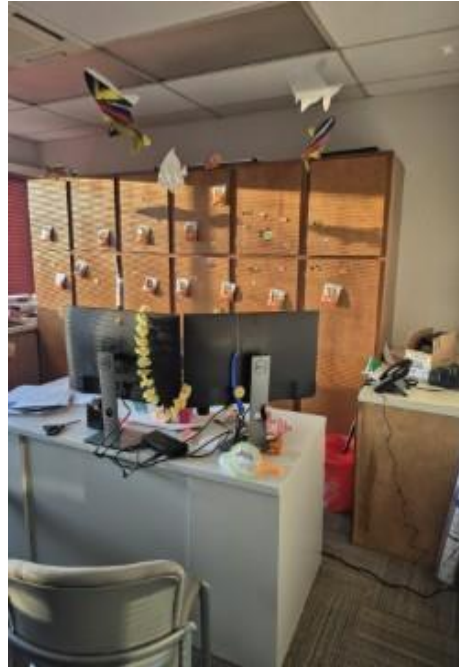
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help establish a resident association. Her dedication and commitment to creating a stronger, more connected community are truly commendable!

Accounting Department: Kudos to Ryan McClung from the Accounting Department! Ryan has been an invaluable asset, consistently going above and beyond to assist with various FSS, Dogwood, City, and County grants activities and invoices. He ensures our finances are in perfect order and that invoices are promptly paid- all while managing the entire department. His dedication and hard work truly keep everything running smoothly. We couldn't do the important work we do without Ryan—he's an essential part of our success!

Finally, a heartfelt birthday shoutout to our Interim President and CEO, **Mr. Rodney Norman**. Thank you for stepping up during challenging times. Your leadership and dedication have been invaluable, and the entire staff truly appreciate everything you do to keep HACA moving forward and steering us back on the path to success.

Mr. Rodney Norman's office birthday decorations



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Montford Center Rock Climbing event



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Klondyke's resident, Mr. Wayne Thomas, is building his own house with the Asheville Habitat for Humanity.



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Working Wheels Car Purchase Program Participant, Mr. Kawan Fountain



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Edgington Center

