

Resident Services

July 2025 Monthly Report

Summary & Recognition

July 2025 was a productive month with measurable success across community engagement, youth programming, Southside Kitchen operations, FSS program support, and homeownership initiatives.

Key Achievements:

- Expanded resident support services with measurable outcomes
- Successfully completed health inspection and operational improvements in Southside Kitchen
- Secured new contracts and community partnerships
- Maintained robust youth engagement through camps and educational programs

Staff Recognition:

- Andy continues to exceed expectations in resident support and FSS case management
- We want to recognize Angela, Cassandra, Thomas and Nikia for their outstanding leadership as leads for our summer programs. Their guidance, dedication, and commitment to creating engaging and enriching experiences have been essential to the success of our students and the overall program
- A big thank you to Karolina, Morgan, and Tamara for their hard work and dedication to our summer programs. Their support helped make this summer fun, engaging, and successful for all our children!
- A heartfelt thank you to Zar, Leesa, Robert M., Robert G., Ms. Sheri, and Ms. Ann for their incredible work this summer, serving over 400 children breakfast, lunch, and snacks and providing meals for community events throughout the season. Your dedication, teamwork, and consistency ensured our students and community were well-nourished and supported every day.
- Kitchen and auxiliary staff demonstrate strong professionalism and teamwork
- We would like to recognize James for his outstanding work with the residents at Altamont and his support of our youth programs. As a resident himself, James has made a remarkable turnaround since joining our team, overcoming challenges and setting a powerful example for others. He is excelling as a Community Health Worker, and his dedication, professionalism, and compassion continue to make a meaningful impact on the lives of those we serve.

Community Engagement

- The Edington Center hosted a total of 8 rentals, supporting community engagement and providing valuable space for local events and programs.
 - Unsung Heroes at Pisgah View addressing increased homelessness and resident safety
 - Manna Food Distribution – 3rd Thursday of the Month
 - Assisted residents with scholarship opportunities and flight arrangements for higher education (e.g., UCONN).
 - Resident advocacy planning for disabilities with Disability Partners & Just Economics.
 - Referred clients to ABCCM & Eblen for rental assistance.
 - Assisted clients with updated RAFTA Packets and HAP assistance explanations.
 - Completed FSS Preference for transfer requests.
 - Assisted clients with recertification packet updates.
 - Provided Graduation Checks to 4 FSS Participants.
 - Assisted clients with work order follow-ups.
 - Summer Meals and Resource Round-Up Block Party – 07/09/2025 (Klondyke)
 - Parks & Rec Rec & Roll Klondyke – 07/16/2025
 - Dental Bus – 07/17/2025 at Klondyke, Hillcrest & Southside
 - AVL Dream Center Camp for Kids – 07/16/2025 to 07/18/2025 (Klondyke)
 - Assisted residents with Worx Training camp registration at AMS (PVA)
 - YWAM (Youth with a Mission) – every Tuesday (Klondyke)
 - Assisted with Buncombe County Violence Prevention PEACE Team Community events (Edington & PVA)
 - Community meeting with Tzedek.
 - Appalachian Mountain Community Health Center Mobile Unit – 9:00–3:00 outside Pisgah View on 2nd & 4th Thursdays.
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Youth Services

Positive Vision for Academics Summer Camp (PVA Community Center):

- Enrollment: 36 students
- Dates: Mondays–Fridays, 9:00–5:00 PM
- Academic Tutors: 4 from Read2Succeed, 4 from Marvelous Math Club
- Assisted residents with signing children up for Worx Training Camp at AMS

Youth Resources & Support:

- Shared information on 7 free summer reading programs for kids and parents
- Promoted Read2Succeed (R2S) Volunteer Tutor Training

Highlights:

- Engagement with academic enrichment and summer programming remains strong
- Tutoring and camp partnerships successfully supplement school readiness and enrichment

Youthful Hand @ Maplecrest

- 36 students enrolled
- 18 students enrolled in the 6-week Horizon Program at Carolina Day School and will join the Jumpstart Program for the final 3 weeks.
- Program hours: 9:00 AM to 5:00 PM, Monday–Friday. Morning academic instruction: 9:30–11:30 AM, in partnership with Asheville City Schools and Read2Succeed.
- This summer's theme, "*Space Explorers*," has ignited student curiosity and creativity. Students investigate the solar system through hands-on science experiments, build spacecraft models, create planetary artwork, and participate in interactive learning activities that combine fun with educational growth.
- Thanks to ongoing support from community partners and volunteers, students also enjoy music workshops, creative arts activities, math games, and outdoor learning at Southside Garden. These activities reinforce core academic skills while promoting social-emotional growth.

Chosen PODS @ Edington

- 125 students enrolled
- Program hours: 7:45 AM to 5:30 PM, Monday–Friday. Morning academic instruction: 9:30–11:30 AM, in partnership with Read2Succeed.
- Community partners and volunteers provided activities to reinforce academic skills, social-emotional growth, and opportunities for fun, including:
 - Music workshops
 - Gardening
 - Snacks
 - Swim lessons
 - Leadership training
 - Creative arts activities
 - Math games
 - Outdoor activities with healthy competition (KICKBALL FRENZY)

Community Partners that Supported Youth this Summer:

Read to Succeed, Asheville City Schools, Christine Avery Learning Center, My Daddy Taught Me That, Grant Center, Stephens Lee Center, Shiloh Center, Slay the Mic, Creative Arts, Southside Community Garden, Buncombe County Sheriff Department, AmeriHealth, FUGE Camps for Kids, Western Carolina Rescue Mission, Chosen, Betty Young, Big Time Basketball, Fundamental Basketball, Umoja, Simply Salads & Charcuterie Boards By Betty.

Southside Kitchen

Health & Safety

- Successfully completed the first health inspection under current operations, scoring ½ point higher than last year.
- Kitchen hoods cleaned and major equipment serviced.

Operations & Improvements

- Transitioned to an online digital inventory system for improved tracking and cost management.

Team Highlights

- Eddington kitchen team and CWA auxiliary staff recognized for teamwork, professionalism, and enthusiasm.

Contracts & Partnerships

- LEAF Global Arts Festival (October) – negotiated food service contract.
- United Way Luncheon – catered successfully.
- LEAF Global Arts Summer Camp – two weeks of lunch service at \$6/child/day.
- Created catering menu for rentals

Community Engagement

- Initiated discussions with Sysco for Turkey Giveaway for residents during holidays.

August Goals

- Refine operations with digital inventory system.
- Strengthening school and community partnerships.
- Prepare for fall festival season.
- Identify additional efficiency and cost-saving opportunities.

Family Self-Sufficiency (FSS)

- 4 enrollments.
- 7 new escrow accounts
- 6 graduations
- 1 car repair assistance
- 3 residents completed applications for HACA employment.
- Reviewed/Updated files for 45 residents: 10 scheduled quarterly check-ins.
- Prepared 3 resumes for employment support.
- 1 resident followed up with AB Tech GED program; 1 received tuition assistance (Accounting).

Homeownership

- 2 closings in July
 - 1 property under contract, closing end of August/early September.
 - Partnered with Land of Sky for Homebuyers Event at Edington Center – at least 3 residents signed up. Next event: August 9th.
 - Hosted Zoom session: *Homeownership Responsibilities: What You Need to Know*.
 - Housing Mobility Workshop held at Edington Center – 07/26/2025.
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Resident Support Services

- Wellness checks/FSS check-ins for 14 Pisgah View and 6 Deaverview residents; included water and supply delivery.
 - Distributed 14 leftover food boxes from Community Markets.
 - Delivered diapers, wipes, and formula to 15 families at Pisgah View and 3 at Deaverview.
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Dogwood Health Trust Grant Spending – July 2025

For the month of July 2025, Dogwood Health Trust grant funds were allocated as follows:

- Family Self-Sufficiency (FSS): \$849
- Homeownership Program (HOP): \$459
- Community Engagement: \$1,107.89
- Hurricane Relief: \$0

Total Expenditures: \$2,415.89

These funds continue to support resident programs and community initiatives in alignment with our strategic priorities.

OTHER

- Resident Services Monthly Staff Meeting
- Parks & Rec/Community Partner Monthly Community Engagement Sessions @ PVA & DVA.
- Summer camp planning with Children First/CIS.
- Community events planning with SPARC, My Daddy Taught Me That, Youth Transform for Life (2 Stop the Violence Events).
- 2 FSS Info Sessions @ PVA & DVA.
- Rent Cafe pilot planning sessions @ Central Office.
- Resident Services staff are actively working on Life Coach Certifications.
- Residents addressing homelessness concerns; meetings scheduled with Sunrise & RHA for next steps.