

RESIDENT SERVICES DEPARTMENT

OCTOBER 2025 BOARD REPORT

GENERAL UPDATES

October was filled with client check-ins, progress updates, and community engagement activities. The RS team assisted multiple participants with completing Tenant-Based Voucher requests, directed them to property Management, and continued providing ongoing support through meetings, referrals, and follow-ups. Three new participants were enrolled in the FSS Program this month. Quarterly check-ins were completed, and staff continued cross-training and job-shadowing. New FSS staff began independently scheduling intake appointments and conducting intake meetings and contract procedures with guidance from the FSS leadership team. Additional participant support this month included coordination of food boxes, bus passes, and referrals for rent, utility, and food assistance. Several residents were also assisted with IRS payments and hardship requests.

ACKNOWLEDGEMENTS & HIGHLIGHTS

A huge thank-you to our Accounting Department, especially **Andrea Rearte**, for processing an extraordinary number of hurricane relief rent assistance check requests. Andrea's diligence and commitment ensured residents received vital support during a critical time - we couldn't have done it without her. We also want to recognize all of our **Property Managers, Assistant Managers, and Site Leads** for identifying and supporting residents eligible for assistance. Everyone went above and beyond, putting in extra time and care to make a meaningful difference in our community. Thank you all for your teamwork, compassion, and commitment to our residents.

Kudos to **Morgan Miller** and **Andy Boell** for stepping up to support the HCV department during a critical time of need! Drawing on their past experience in the department, they provided invaluable expertise, guidance, and hands-on training for new staff- all while managing their own day-to-day responsibilities. Their teamwork, dedication, and willingness to go above and beyond exemplify true leadership and commitment to the organization's mission. We deeply appreciate their hard work and the positive impact they've made in ensuring the continued success of the HCV program.

We are thrilled to announce the well-deserved promotion of **Tamara Miller** from her role as FSS Coordinator to Youth Services Program Manager! Tamara has been a dedicated and passionate member of our team, consistently going above and beyond in her work. For the past few years, she has lent her time and talent to support our afterschool and summer camp programs in addition to her regular duties, making a lasting impact on the families she serves. Her commitment, leadership, and genuine care for the community make her the perfect fit for this new role, and we are beyond excited to see her take our children and youth services to the next level.

FAMILY SELF-SUFFICIENCY

4 new FSS enrollments

2 new FSS escrow accounts

2 Car Repairs Facilitated

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1 deposit assistance provided

1 FSS Graduation

Multiple Scheduled Quarterly Check-ins Completed

232 Total Active FSS Participants

Assistance Provided:

Job search & employment support, including resume updates and job recommendations

Stepped Rent Hardship request submitted

Multiple recertifications assisted and completed

Transportation services (18 bus passes distributed)

Rental and utility assistance referrals

Food box distribution

Dogwood grant spending October 2025 totals:

- FSS: \$1,868
- HOP: \$6,515
- Community Engagement: \$2,326.71
- Hurricane Relief: \$25,489.40

HOMEOWNERSHIP

We had one new homeowner in October.

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



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Community Engagement

This October, we celebrated Halloween with a series of wonderful community events across Hillcrest, PVA, DVA, and the Edington Center. Each location was filled with festive energy as families and residents came together to enjoy the season. We distributed plenty of candy, along with hygiene resources such as toothpaste and soap, as well as winter coats and other essentials to support our community members. The highlight of the Halloween weekend was a lively skating party, where DJ Supaman kept everyone moving to the beat with great music and an amazing atmosphere. It was a fun and heartwarming weekend that brought everyone together in the spirit of celebration and community.

Deaverview Community Center

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Pisgah View Community Center

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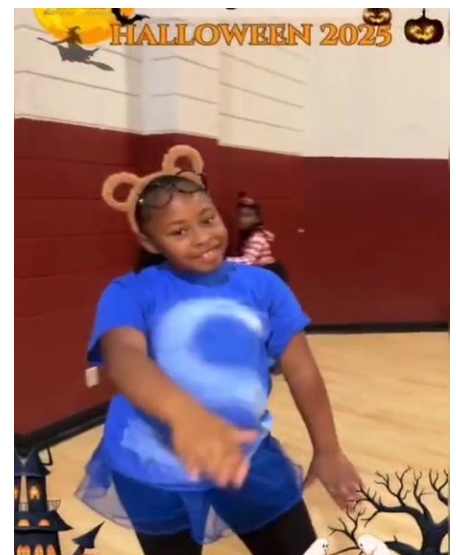


Hillcrest Community Center

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RESIDENT SERVICES DEPARTMENT
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Southside Edington Community Center



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Community Acknowledgment

A heartfelt thank you to all the residents from Hillcrest, Pisgah View, Deaverview, and Southside who showed up, volunteered, and helped bring our Halloween community events to life. Your energy, creativity, and support made each celebration feel special, and we're deeply grateful for the pride you take in your neighborhoods.

We also extend our sincere appreciation to our community partners whose presence and generosity helped make these events safe, fun, and successful: CWA, Asheville Police Department, Asheville Fire Department, Buncombe County Sheriff Department, Western Carolina Rescue Mission, Asheville City Schools, Chosen, PODS Board Members, West Sound and Southside Kitchen.

And a very special thank you to our Resident Services staff for your hard work, dedication, and commitment to creating joyful moments for our families.

These kinds of shared experiences remind us that community is built one connection at a time. When residents, partners, and staff come together, we strengthen unity, belonging, and the spirit that makes each neighborhood feel like home.

UPCOMING EVENTS

Crumbie & Trull Real Estate & Montford Neighbors- Hillcrest Pizza and Gift Cards – Saturday, November 15, 2025

Avl Dream Center Turkey Give Away - Hillcrest Saturday, November 22

Race to Feed- Edington Center, November 22nd, 2pm-6pm

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RHONDA MAPP & LEONARD LITTLE
P R E S E N T

**SATURDAY
NOVEMBER
22
2025**

**THE 3RD ANNUAL
RACING TO FEED
AMERICA**

CHEF CI
@CHEFCIGOURMET

CHEF SPARROW
@HOODSOULFOODCLT

CHEF JO
@G.R.I.T.S. CLT

XAVERIA BAIRD
FROM SHILOH TO HOLLYWOOD "BIG SHOT" FROM THE HIT TV SHOW BMF!

KYM HAMPTON
FIRST ROUND 4TH PICK IN THE WNBA 1ST HISTORICAL ELITE DRAFT TO THE NY LIBERTY

TRACY REID
WNBA ROOKIE OF THE YEAR

HOST THE 3RD ANNUAL RACING TO FEED ASHEVILLE CAMPAIGN!

**250 TURKEY GIVEAWAYS!
800 HOT PREPARED MEALS! 1ST COME FIRST SERVE!**

**DOORS OPEN
2PM - 6PM**

**MUSIC BY:
DJ SUPAMAN**

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133 LIVINGSTON ST. • ASHEVILLE NC. 28801

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WILLIAM WILSON

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AFTER SCHOOL PROGRAM UPDATES

Positive Vision for Academics (PVA)

Operating Tuesday through Friday, 2:30–5:30 PM

20 Students Enrolled

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

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 Jackson

MEETINGS & TRAININGS ATTENDED

FSS Monthly Staff Meeting

Active Shooter Training

Parks & Rec / Community Partners Sessions

Community Partner Meeting – Asheville City HR (Ronnie Copeland)

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Buncombe County Re-Entry Council Meeting
Children First/CIS After School Collaboration
Rent Café Planning Sessions
Read2Succeed Board Meeting
Accounting Processes training
Porch Ligth training

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

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