



**Resident Services**  
**Shaunda Jackson, Director**  
**February 25, 2026**

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# RESIDENT SERVICES DEPARTMENT

## BOARD REPORT – JANUARY 2026

### DEPARTMENT OVERVIEW

The Resident Services Department continues to focus on measurable progress in self-sufficiency, housing stability, youth engagement, and access to essential resources. January's efforts centered on direct resident engagement, stabilization support, and strengthening interdepartmental coordination.

### MEASURABLE OUTCOMES – JANUARY 2026

#### 1. Family Self-Sufficiency (FSS) Program

**Total Active Caseload:** 241 Participants

**January Activity & Impact:**

- 2 new Alternative-Based FSS enrollments
- 1 additional enrollment correction completed (retroactive to 12/01/2025)
- 10 scheduled quarterly check-ins completed
- 100% of annual escrow review letters mailed
- 1 resident applied for employment with HACA After School Program
- 1 FSS client supported with business plan development and LLC formation
- 4 laptops provided to support employment/education goals
- Coordinated FSS Port-In transfer for participant continuity
- Updated FSS Documentation Log to strengthen compliance tracking
- TAAG Implementation Kickoff participation to streamline FSS procedures

**Outcome Focus:**

- Increased workforce participation
- Entrepreneurship development
- Financial asset building through escrow
- Strengthened compliance and documentation accuracy
- Improved data tracking and reporting capacity

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### 2. Direct Resident Engagement & Stabilization

#### Total Wellness Checks / Direct Resident Contacts:

- 28 wellness checks (18 Pisgah View / 10 Deaverview)

#### Basic Needs & Stabilization Supports:

- 200 food boxes distributed (including off-week senior support)
- Diapers, wipes, and formula delivered to 20 families (15 PVA / 5 DVA)
- Bus passes distributed for employment and medical appointments
- IRS payment navigation assistance for elderly resident
- Multiple rental verifications completed (DSS & utility assistance)
- 2 residents assisted with recertification compliance
- Past-due rent intervention support provided to multiple households
- Coordinated participant access to resources along bus lines using MANNA Food Bank Card

#### Outcome Focus:

- Preventing evictions
- Improving recertification compliance
- Supporting income stabilization
- Reducing crisis-level interventions through early engagement
- Removing transportation and food access barriers

### 3. Dogwood Grant – January 2026 Utilization

#### Total January Funds Utilized: \$2,600

- **Transportation Assistance (Car Repair):** \$1,300
- **Security Deposit Assistance:** \$1,300

#### Impact:

- Prevented employment disruption due to transportation barrier
- Supported housing stabilization through deposit assistance

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- Reduced risk of income loss and housing displacement

This targeted funding continues to directly support resident self-sufficiency goals and housing stability.

## 4. Youth & Educational Programming

### Positive Vision for Academics After School Program

**Total Enrollment:** 25 Students

**Operating Schedule:** Tuesday–Friday, 2:30–5:30 PM

#### Programming Enhancements:

- STEM collaboration with Marvelous Math Club
- Weekly math-focused homework assistance
- MLK Celebration Event
- Ongoing partnerships with Children First/CIS

#### Outcome Focus:

- Academic support
- Structured after-school engagement
- Increased youth participation consistency
- Positive community-centered youth development

## 5. Community Partnerships & Access to Services

#### Food Security:

- MANNA Community Markets (2x monthly per site)

#### Healthcare Access:

- Appalachian Mountain Community Health Center Mobile Unit  
(2nd & 4th Thursdays at Pisgah View)

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### Community Engagement & Planning:

- Reimagining Deaverview collaboration meetings
- Resident disability advocacy planning sessions
- Parks & Rec engagement events
- Stop the Violence community event planning
- Buncombe County Re-entry Council participation
- Rent Café planning sessions

### Outcome Focus:

- Increased service access onsite
- Strengthened resident advocacy structures
- Reduced transportation barriers to essential services
- Increased cross-sector collaboration

## DEPARTMENT PERFORMANCE INDICATORS

### ✓ Housing Stability Support

- Rent balance interventions ongoing
- Escrow compliance maintained
- Deposit assistance preventing displacement
- Rent recertification process assistance
- Early intervention case management strengthened

### ✓ Economic Mobility

- Workforce applications supported
- Entrepreneurship assistance provided
- Transportation barriers addressed (\$1,300 car repair support)
- Technology access expanded (4 laptops distributed)

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### ✓ Community Impact

- 25 youth consistently engaged in structured programming
- 20 families received infant care supplies
- 200 food boxes distributed
- 28+ documented wellness checks

## PROFESSIONAL DEVELOPMENT & INTERNAL CAPACITY BUILDING

- Completion of 3.5-month Community Health Worker Training Course
- Pending CHW Certification application
- New master caseload tracking system implemented
- Strengthened FSS documentation logs
- Increased walk-in assistance and partner coordination

These improvements enhance department efficiency, reporting accuracy, and measurable outcome tracking.

## AREAS OF MODERATE CONCERN

- Residents reporting not receiving recertification notices by mail.
- Online-only expectations may create access barriers for some households.