

OCTOBER 2026

THE HACA VOICE

From the Housing Authority of the City of Asheville

Feature Story

From Lee Walker Heights to Buncombe County Sheriff: Quentin Miller

Before he became Sheriff of Buncombe County in 2018, Quentin Miller was a kid in Lee Walker Heights, one of Asheville's first affordable housing communities and now the site of Maple Crest Apartments, a 212-unit mixed-income neighborhood. "There were challenging times, but there were good times, too," Miller says.

After graduating from high school, Miller joined the U.S. Army, where he served for 11 years as a military policeman. He later returned to Asheville and joined the Asheville Police Department (APD). Over a 24-year career, he served as a patrol officer, school resource officer, and supervisor.

When his assignments took him back to affordable housing communities like Hillcrest, Klondike, and Erskine, Miller made a point of getting to know the people who lived there. He walked the neighborhoods, talked with families, and joined kids on the basketball court. Over time, those conversations built trust.

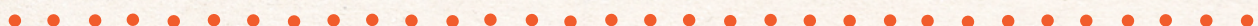
For about five years, Miller also used his vacation time to run a weeklong camp called Getting Back to the Basics, with support from HACA, APD, the school system, and other community partners. Campers practiced job interviews, talked about their goals, and tried new experiences, including whitewater rafting.



Quentin Miller
Sheriff, Buncombe County

Each day, they repeated an affirmation: "From the top of my head to the soles of my feet, I am somebody. I am strong. I am gifted, and I'm blessed."

The same attention he gave those children continues to shape how he serves as sheriff. "We have to enforce the law, of course, but the work is about caring for people," he says.





Partner Spotlight

A Place to Make the Call: HACA Joins PorchLight

The Housing Authority of the City of Asheville (HACA) is now a PorchLight haven, offering people experiencing domestic or sexual violence a private place and a phone to call for help.

Created by Helpmate and Our Voice, PorchLight includes more than 70 local businesses that display its logo and make a phone available to survivors. At HACA, someone asking to use the haven can expect kindness, respect, and privacy while calling a hotline or emergency services.

A hotline can provide safety planning, counseling, and connections to other resources. Survivors decide what help they want and when to seek it.

“Everyone deserves to feel safe in their home and to know they have somewhere to turn when they don’t,” says Ella Santos, HACA’s president and CEO. “We’re grateful to Helpmate and Our Voice for the work they do with survivors, and we’re proud to help more people find their way to that support.”

Get Assistance

To reach support, call
Helpmate at 828-254-0516 or Our Voice at 828-255-7576.



OUR VOICE



Staff Spotlight

Hannah Suggs 'Helps the People Who Help the People'

As HACA's Employee Experience Partner, Hannah Suggs supports employees throughout their time with the organization, from hiring to retiring.

Since joining HACA in December 2024, she has helped onboard approximately 100 employees. She also created HACA's new-hire orientation program from the ground up and uses workforce data to identify ways the organization can better support its team.

Suggs describes her work as "helping the people who help the people."

"When employees feel supported, valued, and equipped to do their jobs well, they are better positioned to provide that same level of care and service to our residents," Suggs says.



Hannah Suggs
Employee Experience Partner

Save the Date

HACA residents have two opportunities to connect with free resources this October.

Parents living in HACA communities can pick up diapers, wipes, clothing, and other supplies at the Community Baby Shower on Saturday, October 3, from 2-5 p.m.

On Thursday, October 15, from 4:30-6:30 p.m., HACA's Career Day will connect residents with employers, education and training options, résumé help, and other career resources.

Both events will be held at the Arthur R. Edington Education & Career Center, 133 Livingston St. in Asheville.

Staff Development

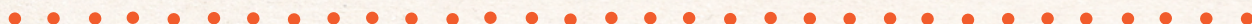
Helping HACA Staff Recognize When Someone Needs Support

HACA is partnering with Our Voice to provide two training sessions for directors and designated staff who work directly with residents and community members. The sessions cover how to recognize and respond to concerns involving sexual violence and human trafficking.

Staff attended the first session in September, which focused on bystander intervention and sexual violence prevention. The second, scheduled for October 7, will cover human trafficking. Our Voice is providing both sessions at no cost to HACA.

Staff who interact with residents may be among the first to hear that someone needs help. The training can help them approach sensitive conversations with greater awareness and connect residents with organizations that offer specialized support.

The sessions also give employees practical knowledge they can carry into their daily work. Through this partnership, HACA is helping staff feel better prepared to serve residents with care and respect.





From left: Marvin Jean Jacques, HACA Chief Operating Officer; Jacquelyn “Jackie” Stepp, Asheville Police Department Chief; Ella Santos, HACA President and CEO; and Quentin Miller, Buncombe County Sheriff.

| **Safety Update**

Safety Trends Show Progress Across HACA Communities

Recent year-to-date data show fewer reported incidents across HACA communities compared with the five-year average. Overall incidents are down 22%, violent incidents are down 38%, and domestic incidents are down 32%. Violent incidents have decreased in every affordable housing community. HACA continues to work with the Asheville Police Department and the Buncombe County Sheriff’s Office to support safer neighborhoods.

Meet APD’s Shane Ball

Senior Police Officer Shane Ball has served with the Asheville Police Department for seven years, working on patrol in West Asheville. After six years in the U.S. Army, Ball chose law enforcement as a way to continue his commitment to public service. He wants HACA residents to know that he is committed to treating everyone with dignity, respect, and fairness while building positive relationships within the communities he serves. Outside of work, Ball enjoys fishing, hunting, spending time with family, and cheering on the Carolina Panthers.

| **Officer Spotlight**



Shane Ball
Senior Police Officer, APD

“I believe in the importance of treating others the way I would want to be treated, regardless of the circumstances, and I am committed to building positive relationships within the communities I serve.”

