

## PROGRAM DIRECTOR'S REPORT

### Housing Department - Henderson & Transylvania Counties

*Sheryl Fortune, Director of Housing*

November 2021

<b>Units under lease on Decemberr 1, 2021</b>	<b>634</b>
<b>Henderson County</b>	<b>451</b>
<b>Transylvania County</b>	<b>168</b>
Incoming Portable vouchers administered	1
Outgoing Portable vouchers	5
VASH vouchers leased	2
NED vouchers leased	30
<b>Total vouchers issued</b>	<b>15</b>
Henderson County	11
Transylvania County	4
<b>Total Outstanding Vouchers</b>	<b>28</b>
Henderson County	18
Transylvania County	10
<b>Combined County success rate</b>	<b>54%</b>
Henderson County 12 month success rate	57%
Transylvania County 12 month success rate	40%
Families terminated from HCV program	4
Administrative terminations	1
New HAP contracts processed	7
Annual recertification's processed	39
Interim recertification's processed	20
Rent payments abated	3
<b>Total Waiting List Families</b>	<b>699</b>
Henderson County	557
Transylvania County	142
# of Family Self-Sufficiency participants	32
FSS participants contributing to escrow	14
FSS Program "graduates"	131
HCV Homeownership participants	10
HQS Inspections	84

Sheryl Fortune attended HAC's Executive Board meeting. She also spent December training the new Director of Housing Programs, Robert Hooper.

**Transportation Department – Henderson County**  
**Jeff Roper, Transportation Program Manager**  
**November 2021**

	September 2021		October 2021		November 2021	
	Trips	Miles	Trips	Miles	Trips	Miles
<b>Transit</b>						
Transit	4824	14824	4781	14824	4521	14150
Para Transit	189	762	190	704	252	967
<b>HCCBG</b>						
HCCBG General (shopping/mealsite)	974	2397	901	2284	858	2168
HCCBG Medical (Title III)	62	412	46	326	71	498
<b>5311 Operating/5310 Operating - ROAP</b>						
ROAP - RGP - E'ville	79	876	71	845	30	323
ROAP - E&D TAP	206	1268	196	1083	101	473
5310 - Operations - Green River	34	420	48	556	42	392
ROAP - Work First	257	1484	248	1419	233	1434
<b>Contractual Transportation</b>						
H CO Medical (SameDay/NextDay)	33	150	32	210	24	93
Vocational Solutions	195	1419	157	1147	139	1064
Medicaid (Future)	19	115	9	51	6	51

**Activities:**

12/1	Meeting with Pam DiGiovanni NCDOT Grants
12/1	Sure Bus Camera training Alex Tonon
12/8	TAB Consultant Meeting
12/13	Preprosal Transit Conference Meeting
12/14	Monthly Intergrated Mobility Division Meeting
12/16	Recruitment Team Meeting
12/21	Transit RFP Meeting

**Information Systems Departmental – Henderson, Polk & Transylvania Counties**  
*Jonathan Stanley, Information Systems Director*  
**November 2021**

The Information Systems Department team, made up of Director, Jonathan Stanley and Support Specialist, Cody Miller worked on a number of projects within WCCA.

The Information Technology team spent the majority of the last 2 months providing in person and remote support to staff. Highlights from the last 2 months include:

- Completed agency rebranding campaign goals with minor exceptions.
  - Coordinated with Goss agency and Beck Digital on website changes including new domain name ([wncsource.org](http://wncsource.org)), new color palette, logo replacement, name changes and content updates.
  - Changed all company email addresses to [user@wncsource.org](mailto:user@wncsource.org) and provided all staff with a uniform email signature reflecting the new name and logo.
  - programming and printing new ID badges for all employees with a new design and logo has yet to be completed as supply chain constraints prohibited us from purchasing a new supply of RFID enabled badge stock. The ETA for new stock is mid February.

The WCCA Information Systems department provides support to all staff and we maintain the following equipment:

**Scope of Technology Hardware:**

- 4 physical servers
- ~175 end user desktop PCs, laptops and tablets
- 92 smartphones | 18 4G/LTE tablets
- 28 managed wireless access points across 12 sites
- 14 managed network switches across 8 sites
- 135 IP cameras across 10 sites
- 1 VOIP telephone system with 105 extensions

Deb Haight, Director of Community Services for Transylvania County					November 2021		
<b>SENIOR NUTRITION PROGRAM</b>				<b>No. Volunteers</b>	<b>No. Volunteer Hours</b>		
17	Participants/Silvermont Lunch Plus	167	Meals Served	5	30		
14	Participants/Quebec Lunch Plus	200	Meals Served	7	36		
14	Participants receiving Mobile Meals	252	Meals Delivered				
14	Families at MANNA Food Distribution	28	Individuals Served				
28	Total Ensure Clients ( 3 Total under 60)	576	Total Ensure Meals				
552	Ensure Meals >60	24	Ensure Meals <60				
0	New Ensure Clients	0	New Congregate Clients				
0	New Mobile Meals Clients	3	Referrals				
<b>SECTION 8 HOUSING</b>		<b>HEAD START</b>		<b>Tiger Town</b>		<b>Bargain Hendo</b>	
6	Inquiries	4	Inquiries	Net Sales	\$4,595.53	Net Sales	\$7,743.34
10	Applications		Apps Taken	Volunteer Hrs.	136	Volunteer Hrs.	91
3	Applicant Inquiries		Updates	# Volunteers	13	# Volunteers	7
0	Homeless Preferences						
2	Client Updates						
<b>REFERRALS</b>							
	AARP Tax Assistance	2	On Track				
19	Anchor Baptist Food Pantry	14	Other Housing Programs				
	AARP Tax Service	5	Pisgah Legal/Legal Aid				
	Boys & Girls Club		Red Cross				
	BRCC/FAFSA/Pell Grant		Rec. Dept.				
21	Bread of Life		RSVP				
	Brevard Recovery Education Center	2	SAFE				
2	Child Care Subsidy	5	Salvation Army				
	Congregate (Lunch Plus)		Self Sufficiency/Janirve				
2	County Transportation		Services for Deaf/Hard of Hearing				
1	Cove Church Homeless Shelter	15	Sharing House				
23	DSS		Sheriff's Department				
2	Emergency Assistance Inquiries	1	SHIIP				
3	Family Place		Silvermont Opportunity Center				
11	Food Stamps		Smart Start				
	Fresh Start	2	Social Security Administration				
	Goodwill		STEP WNC				
4	Haven		T Co Senior Services Directory				
	Head Start/NCPReK	19	Tiger Town				
	Joblink/ESC		TRAIN				
	Liquid Nutrition Program (Ensure)		Transylvania Bapt. Assoc./Ramp ministry				
	Manna	22	United Way 211				
	Meals on Wheels (Brevard)		Veteran's Affairs				
	Medicaid/Health Choice		Vocational Rehabilitation				
	Memory Care		WAP				
2	Meridian		WIC/Baby Love				
1	NC Cooperative Extension	1	Workfirst				
	Foreclosure Prevention		Workman's Compensation				
<b>WCCA REPRESENTATIONS</b>							
November	Coordinate work on various projects for Bargain Hendo.						Deb Haight
Nov. 1	Participate in Council on Aging Meeting						Deb Haight
Nov. 4	Participate in Senior Staff Meeting Home and Community Block Grant Training						Deb Haight
Nov. 5	Participate in WNC video shoot for agency						Deb Haight
Nov. 9	Participate in Aging Services Budget Meeting and Senior Staff Meeting						Deb Haight
Nov. 18	Participate in informational meeting about American Rescue Plan Act funds						Deb Haight
Nov. 18	Participate in agency Safety Meeting						Deb Haight
Nov. 22	Present information about Aging Services and Thrift Stores to agency new hires						Deb Haight
Nov. 23	Participate in Senior Staff Meeting						Deb Haight

**Facilities & Safety Department Report**  
**Tim Camp, Director**  
**December 2021**

**Maintenance Highlights:**

- **Forest City Children's Center:** Construction has started on the new Forest City Children's Center. The first phase of demolition is well underway. The contractor is experiencing supply issues but we hope the project will stay on time.
  
- **Etowah Children's Center:** Replaced all the hand railing on the crib evacuation ramp.

**Safety Highlights:**

With the help of local law enforcement and the extra security we have installed, Tebeau Children's Center has not been broken into again. Our insurance claim was accepted and repairs will be made during renovations.

Most radon testing is completed (we have a few locations to go).

We completed a productive meeting with the interim fire marshall. He and his team are reviewing our office building emergency evacuation guidelines and will offer additional guidance if needed. We will be meeting again in early January at King Creek Main to review our emergency staging areas and designated meeting assembly area. This collaboration increases the safety of all employees as the local fire department will be familiar with our guidelines and locations. The fire marshall has offered a free "mock fire drill" and live fire extinguisher training which will also serve as an opportunity to provide them with experience in our building.

We extended our onboarding safety training to a full hour. This allows us to cover more detailed information along with new information about trips, slips and falls.

During a safety walkthrough at Tiger Town Thrift Store we noted an additional smoke detector was needed. This task has been completed.

<b>Date</b>	<b>New Work Orders</b>	<b>Closed Work Orders</b>
12/01/2021 to 12//31/2021	46	80

*Bobby Kimmons, Vice President Human Resources*  
**November 2021**

**COVID**

- 164 Employees that are vaccinated,
- 9 Employees are on accommodation.
- 33 Employees have received Covid Boosters

**Job Fairs**

- 18 Job Fairs completed since April 2021
- 4 Job Fairs to attend

**Jillian Boyd's Education**

- 11/10/2021 started her MSA-HRM

**Sherie Prince's Education**

- Studying for PHR Certification

**Key to Abbreviations:**

ADA	Americans with Disabilities Act
AEA	Emergency assistance through DSS
BRHSC	Blue Ridge Health Care System
CIP	Crises Intervention Program
CNG	Compressed Natural Gas
CTP	Community Transportation Program
DCDEE	Division of Child Development & Early Education
DSS	Department of Social Services
EA	Emergency Assistance
EDTAP	Elderly and Disabled Transportation and Assistance Program
ESC	Employment Security Commission
FHLB	Federal Home Loan Bank
GED	General Educational Development
HAP	Housing Assistance Program
HCCBG	Home and Community Care Block Grant
HHA	Hendersonville Housing Authority
HUD	Housing and Urban Development
IAM	Interfaith Assistance Ministry
IDA	Individual Development Accounts
LOS	Land of Sky
NCDEE	North Carolina Department of Early Education
NCDOT	North Carolina Department of Transportation
NCHFA	North Carolina Housing Finance Agency
NCPK	North Carolina Pre-Kindergarten
NCPTA	North Carolina Public Transportation Association
PLAN	Preparing Learning Achieving Now
RFP	Request for Proposal
RGP	Rural General Public
ROAP	Rural Operating Assistance Program
SAFE	Where victims of domestic violence and sexual assault can get help
TAC	Transportation Advisory Committee
TCH	Transylvania County Hospital
WAP	Weatherization Assistance Program