

## PROGRAM DIRECTOR'S REPORT

### Housing Department - Henderson & Transylvania Counties

*Sheryl Fortune, Director of Housing*

October 2021

<b>Units under lease on October 1, 2021</b>	<b>633</b>
<b>Henderson County</b>	<b>462</b>
<b>Transylvania County</b>	<b>170</b>
Incoming Portable vouchers administered	7
Outgoing Portable vouchers	5
VASH vouchers leased	2
NED vouchers leased	30
<b>Total vouchers issued</b>	<b>7</b>
Henderson County	7
Transylvania County	0
<b>Total Outstanding Vouchers</b>	<b>22</b>
Henderson County	16
Transylvania County	6
<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	4
Annual recertification's processed	67
Interim recertification's processed	17
Rent payments abated	4
<b>Total Waiting List Families</b>	<b>732</b>
Henderson County	584
Transylvania County	148
# of Family Self-Sufficiency participants	28
FSS participants contributing to escrow	14
FSS Program "graduates"	131
HCV Homeownership participants	10
HQS Inspections	62

Sheryl Fortune attended virtual Dogwood Health Trust non-profit housing partners and HAC's Board of Directors meetings, did New Hires orientations for Children's Services, and attended the quarterly English Hills site visit. She and Jennifer Mayor also attended the SERC-NAHRO Fall Workshop. Sheryl did a WLOS interview regarding the Dogwood Health Trust grant for the Fair Market Rent survey.

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

	August 2021		September 2021		October 2021	
	Trips	Miles	Trips	Miles	Trips	Miles
<b>Transit</b>						
Transit	4600	14824	4824	14824	4781	14824
Para Transit	231	904	189	762	190	704
<b>HCCBG</b>						
HCCBG General (shopping/mealsite)	802	1461	974	2397	901	2284
HCCBG Medical (Title III)	76	549	62	412	46	326
<b>5311 Operating/5310 Operating - ROAP</b>						
ROAP - RGP - E'ville	69	709	79	876	71	845
ROAP - E&D TAP	185	840	206	1268	196	1083
5310 - Operations - Green River	26	242	34	420	48	556
ROAP - Work First	246	1281	257	1484	248	1419
<b>Contractual Transportation</b>						
H CO Medical (SameDay/NextDay)	32	165	33	150	32	210
Vocational Solutions	216	244	195	1419	157	1147
Medicaid (Future)			19	115	9	51

**Activities:**

- 11/1 TAB Orientation Power Point Released to TAB
- 11/5 Attended WCCA Rebrand Reveal
- 11/8 Attended North Carolina Public Transit Association (NCPTA) Meeting
- 11/9 Attended Senior Staff and WCCA Board Meetings
- 11/15 Attended Transportation Budget Meeting
- 11/17 NCPTA Monthly Call
- 11/18 Quarterly TAB Meeting and HR Benefits Sign Up
- 11/22 Attended Senior Staff Meeting

For Transportation, November ushers in the opportunity for WCCA to begin, in earnest, working on the public transit request for proposal (RFP). Therefore, the transportation department has been supplying RLS and Associates with pertinent information for our response. We also had our quarterly TAB Meeting and orientation this month as we begin reshaping our TAB to be a more functional group that will be able to advise our agency on community transportation decisions. We are also working with HunterKemper consulting to come up with a vision, mission and goals for the TAB. We have completed all required driver training for 2021 except for railroad crossing and basic first aid and we will complete these in December.

**Information Systems Departmental – Henderson, Polk & Transylvania Counties**  
***Jonathan Stanley, Information Systems Director***  
**October 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 month providing in person and remote support to staff. Highlights from the last month include:

- Preparing agency rebranding reveal November 15th.
  - Coordinating with Goss agency and Beck Digital on website changes including new domain name (wncsource.org), new color palette and logo replacement
  - Changing all company email addresses to [user@wncsource.org](mailto:user@wncsource.org).
  - Programming and printing new ID badges for all employees with a new design and logo.
  - Adding new Wi-Fi network names that reflect the new agency name
- Upgraded the Wi-Fi access points (4) at the King Creek Admin building for additional capacity and speed and to make the most of our new gigabit internet service
- Upgraded Wi-Fi at Main Street with additional access points to provide better coverage. The facility is not Wi-Fi friendly due to the construction materials used and dense/thick walls blocking the signal.

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					October 2021		
SENIOR NUTRITION PROGRAM					No. Volunteers	No. Volunteer Hours	
17	Participants/Silvermont Lunch Plus	209	Meals Served	8	38		
16	Participants/Quebec Lunch Plus	571	Meals Served	7	36		
16	Participants receiving Mobile Meals	305	Meals Delivered				
16	Families at MANNA Food Distribution	32	Individuals Served				
28	Total Ensure Clients ( 2 Total under 60)	528	Total Ensure Meals				
528	Ensure Meals >60	0	Ensure Meals <60				
2	New Ensure Clients	0	New Congregate Clients				
2	New Mobile Meals Clients	3	Referrals				
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
8	Inquiries		Inquiries	Net Sales	\$6,266.89	Net Sales	\$10,740.55
14	Applications		Apps Taken	Volunteer Hrs.	169	Volunteer Hrs.	89
5	Applicant Inquiries		Updates	# Volunteers	13	# Volunteers	9
1	Homeless Preferences						
3	Client Updates						
REFERRALS							
	AARP Tax Assistance		2	On Track			
10	Anchor Baptist Food Pantry		11	Other Housing Programs			
	AARP Tax Service		4	Pisgah Legal/Legal Aid			
	Boys & Girls Club		1	Red Cross			
	BRCC/FAFSA/Pell Grant			Rec. Dept.			
10	Bread of Life			RSVP			
	Brevard Recovery Education Center		3	SAFE			
	Child Care Subsidy		3	Salvation Army			
1	Congregate (Lunch Plus)			Self Sufficiency/Janirve			
6	County Transportation			Services for Deaf/Hard of Hearing			
	CRC		14	Sharing House			
12	DSS			Sheriff's Department			
3	Emergency Assistance Inquiries			SHIIP			
3	Family Place		2	Silvermont Opportunity Center			
13	Food Stamps			Smart Start			
	Fresh Start			Social Security Administration			
1	Hospice			STEP WNC			
8	Haven		1	T Co Senior Services Directory			
2	Head Start/NCPreK		12	Tiger Town			
1	Land of Sky			TRAIN			
1	Liquid Nutrition Program (Ensure)			Transylvania Bapt. Assoc./Ramp ministry			
	Manna		18	United Way 211			
	Meals on Wheels (Brevard)			Veteran's Affairs			
	Medicaid/Health Choice		2	Vocational Rehabilitation			
	Memory Care		1	WAP			
3	Meridian			WIC/Baby Love			
	NC Cooperative Extension		1	Workfirst			
	Foreclosure Prevention			Workman's Compensation			
WCCA REPRESENTATIONS							
October	Coordinate work on various projects for Bargain Hendo						Deb Haight
7th	October 7th: Participate in Agency Safety Meeting						Deb Haight
7th	October 7th: Participate in Senior Staff Meeting						Deb Haight
12th	October 12th: T. County Food Security Meeting						Deb Haight
13th	October 13th: Present information about Aging Services and Thrift Stores to agency new hires						Deb Haight
13th	October 13th: Meals on Wheels Webinar						
27th	October 27th: Present information about Aging Services and Thrift Stores to agency new hires						

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

**Maintenance Highlights:**

- **Main Street Children's Center:**

The ceilings at Main Street Center have been repaired and freshly painted. The exposed ceiling support beams have also been cleaned and painted. This project has been completed.

- **King Creek Children's Center:**

The front of the building at King Creek Center has been cleaned. The walls, sidewalks, doors and playground areas have been professionally pressured washed. The outside doors leading to the classrooms have been sanded and sealed. This project has been completed.

- **Sugar Hill Children's Center:**

New mulch has been installed on the playground areas at Sugar Hill Center to ensure safety requirements for the FA2 assessment are met. This project has been completed.

**Safety Highlights:**

During the time between November 10th and November 21st the Tebeau Children's Center was broken into. We were fortunate to have very little structural damage. The intruders punched holes in some walls and broke some internal items like a window and display cases. Unfortunately we did have some cosmetic damage, including graffiti. Due to the fact we currently do not have power, we installed some battery powered cameras to increase security. We have sealed the paths the individuals used to gain access to the building. I have spoken with law enforcement to have increased patrols around the building and our team is checking the building on a regular basis.

We completed lead testing and soil samples at four locations. Main St, Bruce Drisdale, Forest City and Tebeau. All came back negative.

New safety guidelines:

- We created new guidance for Trips, Slips, and Falls to be distributed to all staff.
- We created a draft of new fire and safety protocols. This is being reviewed by the Safety Committee. Once finalized, training and practice on these protocols will take place.
- We have completed installing new signage to more easily indicate the location of fire extinguishers in multiple sites.

Date	New Work Orders	Closed Work Orders
1/01/2021 to 11/29/2021	68	95

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

**COVID**

- 163 Employees that are vaccinated,
- 29 that are not vaccinated.
- We have 20 employees on Unpaid Leave, 3 working from home (2 are religious exemptions, 4 people have a medical accommodation (1 is working from home), 5 have had their shot (2 of which are returning to work from unpaid leave).

**Job Fairs**

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

**Bobby Kimmons Jr's Education**

- Bamboo HR Summit
- Region IV PD Event: Head Start Governance

**Jillian Boyd's Education**

- Starting her MBA- HRM on 11/10/2021
- Human Resources Management Methods
- Management Applications of Accounting

**Sherie Prince's Education**

- Studying for PHR Certification
- Region IV PD Event: Head Start Governance

**Nancy Islas's Education**

- Veterans at Work Certification
- Getting Talent Back to Work 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