

PROGRAM DIRECTOR'S REPORT

Head Start/Early Head Start/NC Pre-K – Henderson, Polk & Transylvania Counties *Linda Carter, Director of Children's Services*

The Children's Services Report will be a separate document moving forward.

Housing Department - Henderson & Transylvania Counties *Robert Hooper, Director of Housing* February 2022

Units under lease on February 1, 2022	626
Incoming Portable vouchers administered	1
Outgoing Portable vouchers	4
VASH vouchers leased	1
NED vouchers leased	30
Total vouchers issued	13
Henderson County	10
Transylvania County	3
Total Outstanding Vouchers	19
Henderson County	14
Transylvania County	5
Combined County success rate	51%
Henderson County 12 month success rate	58%
Transylvania County 12 month success rate	36%
Families terminated from HCV program	9
Administrative terminations	2
New HAP contracts processed	3
Annual recertification's processed	55
Interim recertification's processed	80
Rent payments abated	6
Total Waiting List Families	686
Henderson County	559
Transylvania County	127
# of Family Self-Sufficiency participants	32
FSS participants contributing to escrow	17
FSS Program "graduates"	134
HCV Homeownership participants	9
HQS Inspections	77

The 2022 Success Rate Payment Standards are in and waiting on HUD approval. If approved we will request the WNCSource Board adopt the payment standards as well as approving the Streamlined Annual PHA Plan at the April Board meeting.

Transportation Department – Henderson County
Jeff Roper, Transportation Program Manager
February 2022

	December 2021		January 2022		February 2022	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	4471	15441	3816	13813	4130	13476
Para Transit	254	965	201	749	302	1174
HCCBG						
HCCBG General (shopping/mealsite)	759	2041	662	1604	710	1871
HCCBG Medical (Title III)	10	90	23	128	40	151
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	16	176	36	381	91	614
ROAP - E&D TAP	62	322	58	247	57	280
5310 - Operations - Green River	26	348	25	310	26	304
ROAP - Work First	176	1036	159	863	206	1110
Contractual Transportation						
H CO Medical (SameDay/NextDay)	21	110	20	94	14	62
Vocational Solutions	124	862	92	666	98	745
Medicaid (Future)	35	339	7	68	34	360

Activities:

3/1	Senior Staff / Transit Contract Negotiations
3/3	Modivcare meeting
3/4	TAB Strategic Plan Follow Up
3/9	NCPTA & IMD Monthly meetings
3/9	TAB Strategic plan meeting with Angela Kemper
3/21	Senior Staff
3/23	NCPTA NEMT Round Table
3/30	Monthly Safety meeting recorded

Report:

The month of March saw the transportation department become fully staffed with four new hires. Two CDL drivers, one part time and one full time were hired along with two non CDL drivers, one part time and one full time. This month also saw the initial and final drafts of the Transportation Advisory Board's Strategic Plan with vision, goals and objectives in place. The new TAB manual was approved at the last months TAB meeting. WE are in the process of wrapping out two new vans and auctioning off one retired van and one retired Head Start school bus.

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
March 2022

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

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

- New employee badges with new logo and design have been printed and distributed to all staff.
- The VPN between King Creek and the Flat Rock Children’s Center has been established allowing the classroom camera system and VOIP phones system to now work properly and be accessible remotely.
- The IT department is currently wiring the Forest City Center for Wi-Fi and security cameras, to be completed during the 1st week of April.
- More security cameras and improved Wi-Fi have been added to the Bargain Hendo Thrift Store.

The WNCSource 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

Facilities & Safety Department Report
Tim Camp, Director
February 2022

Maintenance Highlights:

Our maintenance team was contacted by the Storm Water Administrator with the City of Hendersonville concerning the status of the sediment pond located at King Creek Main Office. After review of the pond, it was determined some maintenance was required. The team has been working to clean up the overgrowth and clogged piping. Several trees, bushes, dirt, and trash have been removed. We will continue to monitor the pond and clear all clogs. New shade structures covering outside play areas for our students have been installed at Sugar Hill, Fletcher, Main St. and Etowah Children’s Centers.

- **Tebeau Children's Center:** Grading and drainage systems are underway at Tebeau Children’s Center. The footings for the new addition on the front building are being prepped and poured, which will include the re-pouring of the concrete floor in both buildings that had to be removed to run new plumbing.
- **Forest City Children’s Center:** The remodel job at Forest City Children’s Center is moving forward. New sidewalks have been completed. New sheetrock and windows have been installed along with a new HVAC system. The current targeted completion date is April 15th.
- **Bargain Hendo:** New WNCSource signs have been installed at the store.

Safety Highlights:

We conducted fire drills and tornado drills for office staff and retail thrift stores. These included King Creek Main Office, 7th Ave Apple Country, North Justice Street, Bargain Hendo Thrift Store, and Tiger Town Thrift Store.

We installed two new emergency exit signs at Tiger Town Thrift Store.

We created new evacuation route maps for the Bargain Hendo Thrift Store.

We installed directional caution tape in the work area at Bargain Hendo for emergency evacuation.

Date	New Work Orders	Closed Work Orders
03/01/2022 to 03//31/2022	56	54

SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours		
14	Participants/Silvermont Lunch Plus	177	Meals Served	6	30		
18	Participants/Quebec Lunch Plus	906	Meals Served	5	15		
17	Participants receiving Mobile Meals	484	Meals Delivered				
16	Families at MANNA Food Distribution	35	Individuals Served				
31	Total Ensure Clients (3 Total under 60)	504	Total Ensure Meals				
504	Ensure Meals >60	0	Ensure Meals <60				
3	New Ensure Clients	2	New Congregate Clients				
3	New Mobile Meals Clients	5	Referrals				
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
7	Inquiries	2	Inquiries	Net Sales	\$4,079.38	Net Sales	\$9,084.19
13	Applications		Apps Taken	Volunteer Hrs.	177.25	Volunteer Hrs.	96
5	Applicant Inquiries		Updates	# Volunteers	12	# Volunteers	9
1	Homeless Preferences						
3	Client Updates						
REFERRALS							
	AARP Tax Assistance	3	On Track				
	Anchor Baptist Food Pantry	17	Other Housing Programs				
	AARP Tax Service	3	Pisgah Legal/Legal Aid				
2	Boys & Girls Club	1	Red Cross				
	BRCC/FAFSA/Pell Grant		Rec. Dept.				
9	Bread of Life		RSVP				
	Brevard Recovery Education Center	4	SAFE				
2	Child Care Subsidy	7	Salvation Army				
	Congregate (Lunch Plus)		Self Sufficiency/Janirve				
6	County Transportation		Services for Deaf/Hard of Hearing				
	CRC	18	Sharing House				
15	DSS	50	Shelf-stable Meal Boxes Referrals				
2	Emergency Assistance Inquiries		SHIIP				
3	Family Place	4	Silvermont Opportunity Center				
17	Food Stamps		Smart Start				
	Fresh Start		Social Security Administration				
	Goodwill		STEP WNC				
8	Haven		T Co Senior Services Directory				
	Head Start/NCPReK	14	Tiger Town				
	Joblink/ESC		TRAIN				
2	Liquid Nutrition Program (Ensure)	1	Transylvania Bapt. Assoc./Ramp ministry				
	Manna	18	United Way 211				
1	Meals on Wheels (Brevard)		Veteran's Affairs				
	Medicaid/Health Choice	2	Vocational Rehabilitation				
	Memory Care		WAP				
2	Meridian		WIC/Baby Love				
2	Mobile Meals		Workfirst				
	NC Cooperative Extension		Workman's Compensation				
WCCA REPRESENTATIONS							
February	Coordinate work on various projects for Bargain Hendo					Deb Haight	
Feb. 8	Participate in Safety Meeting					Deb Haight	
Feb. 9	Participate in Senior Staff Meeting					Deb Haight	
Feb. 14	Participate in potential HCBS Grant discussion					Deb Haight	
Feb. 22	Participate in Family Engagement Incentives Meeting					Deb Haight	
Feb. 23	Budget Meeting with David and Ibby					Deb Haight	
Feb. 23	Meeting with Megan from Finance					Deb Haight	

Bobby Kimmons, Vice President Human Resources
March 2022

COVID Data:

- COVID 87 employees that are vaccinated and not boosted
- COVID 83 employees have gotten their booster shots
- 6 employees on accommodations
- February 1, last employee that tested positive for COVID
- 2022 Job Fairs- 10 completed and 1 scheduled
- David and Bobby presented a class at NCHSA – Winston Salem – March 16

Department Education:

Bobby Kimmons Jr.

- UCLA HCI Staff and Organizational Wellness Program (March – June)
- Putting the Human Back in HR How to Create a Positive Off boarding Experience – SHRM
- Kindness in the Workplace: A Skillset that Boosts Performance and Culture - SHRM

Jillian Boyd

- 11/10/2021 started her MSA-HRM
- Finished 4 MBA classes, taking her next 2 classes

Sherie Prince's Education

- Studying for PHR Certification
- UCLA HCI Staff and Organizational Wellness Program (March – June)

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