

PROGRAM DIRECTOR'S REPORT

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

Units under lease on March 1, 2022	615
Incoming Portable vouchers administered	1
Outgoing Portable vouchers	4
VASH vouchers leased	1
NED vouchers leased	30
Total vouchers issued	13
Henderson County	12
Transylvania County	1
Total Outstanding Vouchers	19
Henderson County	14
Transylvania County	5
Combined County success rate	52%
Henderson County 12 month success rate	60%
Transylvania County 12 month success rate	36%
Families terminated from HCV program	8
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	713
Henderson County	582
Transylvania County	131
# of Family Self-Sufficiency participants	32
FSS participants contributing to escrow	17
FSS Program "graduates"	134
HCV Homeownership participants	9
HQS Inspections	73

Jennifer Maynor attended a webinar on Emergency Housing Vouchers. Robert Hooper attended the HCV Financial Management Course.

Transportation Department – Henderson County
Jeff Roper, Transportation Director
March 2022

	January 2022		February 2022		March 2022	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	3816	13813	4130	13476	4960	15497
Para Transit	201	749	302	1174	347	1449
HCCBG						
HCCBG General (shopping/mealsite)	662	1604	710	1871	1043	2301
HCCBG Medical (Title III)	23	128	40	151	76	531
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	36	381	91	614	126	841
ROAP - E&D TAP	58	247	57	280	37	170
5310 - Operations - Green River	25	310	26	304	22	264
ROAP - Work First	159	863	206	1110	253	1465
Contractual Transportation						
H CO Medical (SameDay/NextDay)	20	94	14	62	12	43
Vocational Solutions	92	666	98	745	104	763
Medicaid (Future)	7	68	34	360	83	1225

Activities:

4/6	Monthly Budget Meeting
4/11-4/13	NCPTA Conference
4/20-4/21	Consultant Meeting on NCDOT Compliance
4/23	Honor Air Transportation
4/26	TAB Strategic Plan consultant Meeting and Senior Staff
4/27	NCPTA Monthly Call
4/28	Transit Asset Management Webinar / Healthy Opportunities Zoom

Report:

In the month of April as the weather has warmed, we have seen an increase in ridership and transportation request. We are very fortunate to be fully staffed and have been busy training our new drivers. The staff we have added are not only good drivers they are good people who want to serve the community. Two highlights from this month were attending the North Carolina Public Transportation annual conference and providing transportation for Blue Ridge Honor Flight. The conference was two and a half days of continuing transportation education along with the opportunity to meet other Transportation Director's and transportation officials from NCDOT. On Saturday April 23, six drivers and two staff members from WNCSource Transportation assisted Blue Ridge Honor Flight in providing transportation for veterans, assistants, family members and the public to and from the Asheville Regional Airport to designated parking lots. It was truly an honor and privilege to be a part of this endeavor. Finally, the TAB steering committee, working with a consultant has made significant progress on the TAB Strategic Plan. The first draft of the plan will be presented to the TAB at the May 19th meeting. Two additional planning session have been planned for 5/24 and early June to complete this work.

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
April 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:

- We have decommissioned the temperature scanning kiosk and COVID-19 daily check-in form for the King Creek admin building considering the new policies.
- The IT department is working with Facilities Director Tim Camp to streamline billing approval and account management for all sites' telecommunications services. We have also been attempting to cut back where possible to reduce telecommunication costs.
- The Forest City Children's Center has been wired for cameras and internet service. We hope to have internet service connected in the next 30 days.

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
April 2022

Maintenance Highlights:

Our maintenance team is in full force working on landscaping across the four counties we represent. This includes winter clean up, the removal of fallen limbs, replacement of mulch where needed, grass cutting, cleaning gutters, and the trimming of bushes and trees. The team has also been working on playgrounds to remove old sand boxes and to clean up other items no longer used by our students.

- **Tebeau Children's Center:**
Concrete has been poured in all areas inside the building that had to be cut and removed due to the installation of new plumbing. Footings for the two new additions have been dug, approved, and now poured with concrete. The new slab has been poured in the front building that had to be removed due to floor conditions.
- **Forest City Children's Center:**
New fencing and shade structures are ordered for the Forest City Children's center.
- **Bargain Hendo:**
The outside handrails at Bargain Hendo Thrift Store were sanded down and painted.
- **King Creek Children's Center:**
The team has patched and painted multiple holes and cracks in the walls.
- **Tiger Town Thrift Store:**
A new WNCSource sign is being installed.

Safety Highlights:

We conducted safety checks at Tiger Town Thrift Store, Etowah Children's Center, and Quebec Community Center.

We replaced two fire extinguishers at N. Justice St, due to the annual inspection date.

A new safety handrail was installed at the top of the stairs at Tiger Town.

Four light posts in the lower parking lot were repaired at King Creek Main.

Date	New Work Orders	Closed Work Orders
04/01/2022 to 04/29/2022	44	63

Deb Haight, Director of Community Services for Transylvania County					March 2022		
SENIOR NUTRITION PROGRAM					No. Volunteers	No. Volunteer Hours	
19	Participants/Silvermont Lunch Plus	226	Meals Served	4	34		
16	Participants/Quebec Lunch Plus	664	Meals Served	5	15		
18	Participants receiving Mobile Meals	293	Meals Delivered				
16	Families at MANNA Food Distribution	34	Individuals Served				
38	Total Ensure Clients (3 Total under 60)	456	Total Ensure Meals				
456	Ensure Meals >60	0	Ensure Meals <60				
3	New Ensure Clients		New Congregate Clients				
2	New Mobile Meals Clients	5	Referrals				
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
23	Inquiries		Inquiries	Net Sales	\$5,140.73	Net Sales	\$11,260.55
12	Applications		Apps Taken	Volunteer Hrs.	184.25	Volunteer Hrs.	191
4	Applicant Inquiries		Updates	# Volunteers	13	# Volunteers	10
2	Homeless Preference		57	HDM Clients			
5	Client Updates		272	HDM Food boxes distributed = 1,904 meals			
REFERRALS							
	AARP Tax Assistance		4	On Track			
14	Anchor Baptist Food Pantry		13	Other Housing Programs			
	AARP Tax Service			Pisgah Legal/Legal Aid			
	Boys & Girls Club			Red Cross			
	BRCC/FAFSA/Pell Grant			Rec. Dept.			
14	Bread of Life			RSVP			
	Brevard Recovery Education Center		2	SAFE			
	Child Care Subsidy		5	Salvation Army			
1	Congregate (Lunch Plus)			Self Sufficiency/Janirve			
3	County Transportation			Services for Deaf/Hard of Hearing			
	CRC		15	Sharing House			
9	DSS			Sheriff's Department			
1	Emergency Assistance Inquiries			SHIIP			
	Family Place		2	Silvermont Opportunity Center			
8	Food Stamps			Smart Start			
	Fresh Start			Social Security Administration			
	Goodwill			STEP WNC			
3	Haven			T Co Senior Services Directory			
6	Head Start/NCPReK			Tiger Town			
	Joblink/ESC		17	TRAIN			
2	Liquid Nutrition Program (Ensure)			Transylvania Bapt. Assoc./Ramp ministry			
	Manna		20	United Way 211			
	Meals on Wheels (Brevard)			Veteran's Affairs			
	Medicaid/Health Choice		2	Vocational Rehabilitation			
	Memory Care			WAP			
1	Meridian			WIC/Baby Love			
	NC Cooperative Extension		1	Workfirst			
	Foreclosure Prevention			Workman's Compensation			
WCCA REPRESENTATIONS							
March	Coordinate work on various projects for Bargain Hendo					Deb Haight	
March 8 th	Participate in Safety Meeting					Deb Haight	
March 8 th	Participate in virtual new hire orientation					Deb Haight	
March 9 th	Meeting at Silvermont Congregate Site to distribute robotic companion pets					Deb Haight	
March 25 th	Presentation for Lake Toxaway Charities site visit					Deb Haight	
March 28 th	Participate in Senior Staff Meeting					Deb Haight	

Bobby Kimmons, Vice President Human Resources
April 2022

COVID Data:

- COVID 76 employees that are vaccinated and not boosted
- COVID 87 employees have gotten their booster shots
- 5 employees on accommodations
- 2022 Job Fairs- 11 completed and 1 scheduled

Department Education:

Bobby Kimmons Jr.

- UCLA HCI Staff and Organizational Wellness Program (March – June)
- 3 Research-Based Strategies to Support the Leaders of Tomorrow in the Midst of Covid-19
- Strategies for Creating a Work Culture People Don't Want to Quit (4/27/22)

Sherie Prince

- Studying for PHR Certification
- UCLA HCI Staff and Organizational Wellness Program (March – June)
- How to Legally Terminate Employees on Leave
- Eliminating the Confusion FMLS 2022
- Mental Health First Aide

Jillian Boyd

- 11/10/2021 started her MSA-HRM
- Finished 4 MBA classes, taking her next 2 classes
 - 1) Advanced Marketing
 - 2) Training & Development

Nancy Islas

- Human Resource Law update (04/04/22)
- Workplace Conflict Resolution (04/07/22 – 5.5 hours)

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