

PROGRAM DIRECTOR'S REPORT

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

Units under lease on April 1, 2022	612
Incoming Portable vouchers administered	1
Outgoing Portable vouchers	4
VASH vouchers leased	1
NED vouchers leased	29
Total vouchers issued	13
Henderson County	12
Transylvania County	1
Total Outstanding Vouchers	47
Henderson County	39
Transylvania County	8
Combined County success rate	53
Henderson County 12 month success rate	59
Transylvania County 12 month success rate	38
Families terminated from HCV program	3
Administrative terminations	2
New HAP contracts processed	7
Annual recertification's processed	38
Interim recertification's processed	23
Rent payments abated	9
Total Waiting List Families	664
Henderson County	553
Transylvania County	111
# of Family Self-Sufficiency participants	32
FSS participants contributing to escrow	16
FSS Program "graduates"	134
HCV Homeownership participants	9
HQS Inspections	66

On 4/14/22, the 2022 Success Rate Payment Standards, as well as, the Streamlined Annual PHA Plan were approved. Payment standards for Henderson and Transylvania Counties went into effect 04/15/22. Quality Control Inspections are scheduled to take place in May 2022.

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

	February 2022		March 2022		April 2022	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	4130	13476	4960	15497	4866	13476
Para Transit	302	1174	347	1449	246	824
HCCBG						
HCCBG General (shopping/mealsite)	710	1871	1043	2301	815	1983
HCCBG Medical (Title III)	40	151	76	531	42	254
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	91	614	126	841	148	1003
ROAP - E&D TAP	57	280	37	170	24	102
5310 - Operations - Green River	26	304	22	264	21	271
ROAP - Work First	206	1110	253	1465	234	1183
Contractual Transportation						
H CO Medical (SameDay/NextDay)	14	62	12	43	22	416
Vocational Solutions	98	745	104	763	100	756
Medicaid (Future)	34	360	83	1225	79	870

Activities:

5/9	Insurance Meeting Morrow Insurance / Meeting with Thrive CEO / Senior Staff
5/10	Budget Meeting
5/12	WNCSource Board Meeting
5/19	Quarterly TAB Meeting / HR Workforce Go training
5/21	Transportation AM & PM for Honor Air
5/24	TAB Strategic Planning Session / New Director Training
5/25	Land of Sky Meeting / NCPTA Monthly Call / Transit Meeting with County
5/26	New Director Training / Senior Staff

Report:

Much work was completed in the month of May on the TAB strategic plan and work on this plan will continue in June. Work on the plan includes outlining strategies, outcomes, and ways to measure expected outcomes including timelines. The TAB also held its second quarter meeting on Thursday, May 19th and members were introduced to the draft strategic plan. New Transit Director training begins this month and I will be participating in this training that will run through the month of June. WNCSource Transportation has provided AM & PM transportation for the April and May Blue Ridge Honor Flights. In May, we had three drivers and two staff members present in the AM. In the PM, we had six drivers and two staff members present and transported just over 1000 people according to event officials. Lastly, and on schedule, ridership for all programs has increased due to our warmer weather. Our new hires are doing an excellent job with a focus on safety, customer service and seem to really like working for WNCSource!

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

- Tableau Children’s Center has been wired for network devices and cameras. An estimated 38 cameras will be installed covering the majority of the property and building interior.
- We ported all phone numbers at Transylvania County locations to Ringfree (minus those used for security/fire detection systems) from Comporium. This will reduce costs for phone service at those sites significantly.
- We have streamlined our Adobe software subscriptions to reduce costs and provide better software tools to staff.
- Completed in internal IT security audit for a cyber security insurance application. Our Security Scorecard score is currently 98 out of 100.

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
May 2022

Maintenance Highlights:

Our maintenance team continues work on landscaping across the four counties we represent. This includes assembling outdoor equipment for the playgrounds, replacement of mulch where needed, grass cutting, cleaning gutters, and the trimming of bushes and trees. The team continues to update playgrounds to remove old sand boxes and to clean up other items no longer used by our students.

- **Tebeau Children's Center:**

The construction continues at Tebeau Children's Center. The framing for the two new additions on the front building has begun. New, usable windows have been installed in the front building which will allow fresh air into the classrooms. Multiple doors on the front building have been removed, framed, and new windows installed. The contractor has begun work installing cable throughout the two buildings to be used for our security cameras.

- **Forest City Children's Center:**

This site passed final inspection with minor repairs. The floors will be waxed and the facilities team will also begin working on the playgrounds next week.

- **North Justice St:**

The hallways have been updated with new paint.

- **Flat Rock Children's Center:**

At our Flat Rock Children's Center we received a request to inspect the classrooms for any possible safety concerns after spots on the back of a rug were found. Finding no health and safety concerns, we did remove two items from the room (a broken chair and the rug in question). All floors were cleaned, a COVID disinfectant treatment was applied, and an air quality test was performed. The test results reported no health and safety issues.

Safety Highlights:

- The new fire system at Forest City has passed inspection.
- We conducted safety checks at 7th Ave.
- We are working with all areas of WNCSource to reduce slips, trips, and falls.

Date	New Work Orders	Closed Work Orders
05/01/2022 to 05/27/2022	62	66

SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours		
18	Participants/Silvermont Lunch Plus	190	Meals Served	4	28		
20	Participants/Quebec Lunch Plus	733	Meals Served	4	12		
23	Participants receiving Mobile Meals	382	Meals Delivered				
15	Families at MANNA Food Distribution		Individuals Served	Quebec # HDM Clients	20		
				Quebec # HDM Meals	382		
38241	Total Ensure Clients (3 Total under 60)	528	Total Ensure Meals	Mobile # HDM Clients	23		
				Mobile # HDM Meals	351		
528	Ensure Meals >60	0	Ensure Meals <60				
2	New Ensure Clients	6	New Congregate Clients				
8	New Mobile Meals Clients	3	Referrals				
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
9	Inquiries	2	Inquiries	Net Sales	\$5,301.54	Net Sales	\$11,914.25
6	Applications		Apps Taken	Volunteer Hrs.	28	Volunteer Hrs.	12
4	Applicant Inquiries		Updates	# Volunteers	4	# Volunteers	193
1	Homeless Preference		63	Hillview HDM Clients			
3	Client Updates		332	Hillview HDM Food boxes distributed = 2,324 meals			
REFERRALS							
	AARP Tax Assistance			On Track			
17	Anchor Baptist Food Pantry		12	Other Housing Programs			
3	Boys & Girls Club		2	Pisgah Legal/Legal Aid			
13	Bread of Life			RSVP			
	Brevard Recovery Education Center			SAFE			
	Child Care Subsidy		6	Salvation Army			
	Congregate (Lunch Plus)			Self Sufficiency/Janirve			
2	County Transportation			Services for Deaf/Hard of Hearing			
	CRC		13	Sharing House			
16	DSS			Sheriff's Department			
	Emergency Assistance Inquiries			SHIIP			
	Family Place		1	Silvermont Opportunity Center			
14	Food Stamps			Smart Start			
	Fresh Start			Social Security Administration			
	Goodwill			STEP WNC			
5	Haven			T Co Senior Services Directory			
3	Head Start/NCPReK		15	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			
WCCA REPRESENTATIONS							
April	Coordinate work on various projects for Bargain Hendo and Tiger Town					Deb Haight	
April 4	Participate in virtual new hire orientation					Deb Haight	
April 12	Participate in Safety Meeting for WNCSource					Deb Haight	
April 13	Participate in Senior Staff Meeting					Deb Haight	
April 21	Participate in T. County Agency Meeting. Meet with Land of Sky Senior Services Representative.					Deb Haight	
April 22	Participate in CAP Memo Meeting					Deb Haight	
April 25	Participate in virtual new hire orientation					Deb Haight	
April 26	Participate in Senior Staff Meeting					Deb Haight	

Bobby Kimmons, Vice President Human Resources
May 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.

- The 2022 Rotary Peace and Resolution Conference
- UCLA HCI Staff and Organizational Wellness Program (March – June)
- Mental Health Ally Certification from PsychHub / SHRM (8 classes)

Sherie Prince

- The 2022 Rotary Peace and Resolution Conference
- Studying for PHR Certification
- UCLA HCI Staff and Organizational Wellness Program (March – June)

Jillian Boyd

- The 2022 Rotary Peace and Resolution Conference
- 11/10/2021 started her MSA-HRM
- Finished 4 MBA classes, taking her next 2 classes
 - 1) Advanced Marketing
 - 2) Training & Development

Nancy Islas

- The 2022 Rotary Peace and Resolution Conference
- Studying for APHR 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