

## PROGRAM DIRECTOR'S REPORT

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

<b>Units under lease on May 1, 2022</b>	<b>612</b>
Incoming Portable vouchers administered	1
Outgoing Portable vouchers	4
VASH vouchers leased	1
NED vouchers leased	30
<b>Total vouchers issued</b>	<b>20</b>
Henderson County	16
Transylvania County	4
<b>Total Outstanding Vouchers</b>	<b>62</b>
Henderson County	51
Transylvania County	11
<b>Combined County success rate</b>	<b>53%</b>
Henderson County 12 month success rate	57%
Transylvania County 12 month success rate	39%
Families terminated from HCV program	4
Administrative terminations	2
New HAP contracts processed	5
Annual recertification's processed	41
Interim recertification's processed	17
Rent payments abated	0
<b>Total Waiting List Families</b>	<b>638</b>
Henderson County	532
Transylvania County	106
# of Family Self-Sufficiency participants	33
FSS participants contributing to escrow	18
FSS Program "graduates"	134
HCV Homeownership participants	9
HQS Inspections	58

R.Hooper completed the second round of QC (Quality Control) inspections on 6/27/22. J.Maynor & R. Hooper attended several important webinars: NC Emergency Housing Voucher Workshop; FSS Final Rule Seminar.

**Transportation Department – Henderson County**  
**Jeff Roper, Transportation Director**  
**May 2022**

	March 2022		April 2022		May 2022	
	Trips	Miles	Trips	Miles	Trips	Miles
<b>Transit</b>						
Transit	4960	15497	4866	13476	5572	14150
Para Transit	347	1449	246	824	324	1261
<b>HCCBG</b>						
HCCBG General (shopping/mealsite)	1043	2301	815	1983	882	1968
HCCBG Medical (Title III)	76	531	42	254	38	414
<b>5311 Operating/5310 Operating - ROAP</b>						
ROAP - RGP - E'ville	126	841	148	1003	155	1051
ROAP - E&D TAP	37	170	24	102	36	175
5310 - Operations - Green River	22	264	21	271	40	249
ROAP - Work First	253	1465	234	1183	234	1426
<b>Contractual Transportation</b>						
H CO Medical (SameDay/NextDay)	12	43	22	416	20	221
Vocational Solutions	104	763	100	756	106	775
Medicaid (Future)	83	1225	79	870	93	776

**Activities:**

6/1	TAB Strategic Planning Session
6/2	Transportation Budget Meeting
6/7	New Director Training / Transit Meeting with County
6/8	Monthly NCPTA Call
6/9	New Director Training
6/14	Senior Staff
6/16	Monthly IMD Call
6/21	IMD Call
6/22	NCPTA NEMT Roundtable
6/24	Vocational Solutions Contract Meeting
6/27	Drug and Alcohol Program Manager Training
6/28	Drug and Alcohol Program Manager Training
6/29	Drug and Alcohol Program Manager Training
6/30	Reasonable Suspicion Staff Training / Healthy Opportunities Meeting

**Report:**

The weather has warmed, COVID 19 waning, hopefully , has had a positive effect on the demand for transportation in our County. We are fully staffed and operating at full capacity with a highly qualified group of drivers and office staff. We are truly thankful for our staff.

We have continued the Strategic Planning process and will present a TAB Strategic Plan to TAB at our August meeting for approval. Members of the TAB had the opportunity to give their feedback as it relates to the plan with a survey sent to Board members by our consultant. Three TAB members have served on the Strategic Plan steering committee and have provided valuable advice from a TAB perspective. Our staff continues required annual training and will continue this training through the month of December.

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

- The IT department has no major project updates to report for the month of June. We continue day to day support for all sites in Henderson, Transylvania, Polk and Rutherford counties.

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**  
**June 2022**

**Maintenance Highlights:**

**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 been completed. The contractors have completed the rough-in work installing cable throughout the two buildings to be used for our security cameras, security alarms, badge readers and fire alarm. New sheetrock has been installed and sheetrock finish work has begun.

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

The construction on the Forest City Children's Center has been completed. A new fence and shade structures have been installed. The facilities team will continue to clean up the playground and assist children's services any way we can.

**Safety Highlights:**

Fourth quarter fire and tornado drills have been completed at all office and store locations.

We conducted safety checks and building inspections at the King Creek Main office and King Creek Children's Center.

We are working with all areas of WNCSource to reduce slips, trips, and falls.

Date	New Work Orders	Closed Work Orders
05/28/2022 to 06/30/2022	85	57

SENIOR NUTRITION PROGRAM			No. Volunteers	No. Volunteer Hours	
18	Participants/Silvermont Lunch Plus	190	Meals Served	4	28
26	Participants/Quebec Lunch Plus	460	Meals Served	4	12
21	Participants receiving Mobile Meals	430	Meals Delivered		
25	Families at MANNA Food Distribution		Individuals Served	Quebec # HDM Clients	
				Quebec # HDM Meals	
43	Total Ensure Clients ( 3 Total under 60)	672	Total Ensure Meals	Mobile # HDM Clients	
				Mobile # HDM Meals	
672	Ensure Meals >60	0	Ensure Meals <60		
2	New Ensure Clients	6	New Congregate Clients		
1	New Mobile Meals Clients	3	Referrals		

SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
25	Inquiries	4	Inquiries	Net Sales	\$4,530.96	Net Sales	\$10,680.06
9	Applications		Apps Taken	Volunteer Hrs.	165.5	Volunteer Hrs.	163
6	Applicant Inquiries		Updates	# Volunteers	11	# Volunteers	13
	Homeless Preference		64	HDM Clients			
4	Client Updates		23	HDM Food boxes distributed = 161 meals			

REFERRALS			
	AARP Tax Assistance		On Track
10	Anchor Baptist Food Pantry	13	Other Housing Programs
	AARP Tax Service	4	Pisgah Legal/Legal Aid
	Boys & Girls Club		Red Cross
18	Bread of Life		RSVP
	Brevard Recovery Education Center	2	SAFE
	Child Care Subsidy	8	Salvation Army
4	Congregate (Lunch Plus)		Self Sufficiency/Janirve
5	County Transportation		Services for Deaf/Hard of Hearing
	CRC		Sharing House
	DSS		Sheriff's Department
3	Emergency Assistance Inquiries		SHIIP
	Family Place	14	Silvermont Opportunity Center
9	Food Stamps		Smart Start
	Fresh Start		Social Security Administration
	Goodwill		STEP WNC
	Haven		T Co Senior Services Directory
1	Head Start/NCPReK	8	Tiger Town
	Joblink/ESC		TRAIN
	Liquid Nutrition Program (Ensure)		Transylvania Bapt. Assoc./Ramp ministry
	Manna	25	United Way 211
6	Meals on Wheels (Brevard)		Veteran's Affairs
	Medicaid/Health Choice		Vocational Rehabilitation
	Memory Care		WAP
	Meridian		WIC/Baby Love
	NC Cooperative Extension		Workfirst

WCCA REPRESENTATIONS attended by Deb Haight	
Month of May Coordinate work on various projects for Bargain Hendo and Tiger Town	May 16 <sup>th</sup> - Participate in virtual new hire orientation
May 2 <sup>nd</sup> - Transylvania County Council on Aging Meeting	May 24 - Participate in the Transylvania County Resource Fair
May 9 <sup>th</sup> - Participate in Senior Staff Meeting	May 26 <sup>th</sup> - Participate in Senior Staff Meeting and Budget Meeting
May 10 <sup>th</sup> - Participate in WNCSource Safety Meeting	

***Bobby Kimmons, Vice President Human Resources***  
**May 2022**

**COVID Data:**

- COVID 76 employees that are vaccinated and not boosted
- COVID 84 employees have gotten their booster shots
- 6 COVID positive employees in May
- 4 employees on accommodations
- 2022 Job Fairs- 12 completed and 2 scheduled

**Department Education:**

**Bobby Kimmons Jr.**

- UCLA HCI Staff and Organizational Wellness Program (March – June)
- Achieve Virtual: Talent Branding & Communications

**Sherie Prince**

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

**Jillian Boyd**

- 11/10/2021 started her MSA-HRM
- Finished 6 MBA classes

**Nancy Islas**

- 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