

PROGRAM DIRECTOR'S REPORT

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

Units under lease on June 1, 2022	602
Incoming Portable vouchers administered	2
Outgoing Portable vouchers	4
VASH vouchers leased	1
NED vouchers leased	30
Total vouchers issued	21
Henderson County	15
Transylvania County	6
Total Outstanding Vouchers	61
Henderson County	47
Transylvania County	14
Combined County success rate	52%
Henderson County 12 month success rate	55%
Transylvania County 12 month success rate	39%
Families terminated from HCV program	6
Administrative terminations	2
New HAP contracts processed	6
Annual recertification's processed	46
Interim recertification's processed	24
Rent payments abated	0
Total Waiting List Families	709
Henderson County	595
Transylvania County	114
# of Family Self-Sufficiency participants	34
FSS participants contributing to escrow	18
FSS Program "graduates"	134
HCV Homeownership participants	9
HQS Inspections	76

R.Hooper passed the Housing Quality Standard (HQS) exam through Nan McKay. R. Hooper and team are preparing for the Section 8 Management Assessment Program (SEMAP).

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

	April 2022		May 2022		June 2022	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	4866	13476	5572	14150	5894	14824
Para Transit	246	824	324	1261	287	1061
HCCBG						
HCCBG General (shopping/mealsite)	815	1983	882	1968	958	2442
HCCBG Medical (Title III)	42	254	38	414	52	352
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	148	1003	155	1051	134	931
ROAP - E&D TAP	24	102	36	175	262	1477
5310 - Operations - Green River	21	271	40	249	49	383
ROAP - Work First	234	1183	234	1426	0	0
Contractual Transportation						
H CO Medical (SameDay/NextDay)	22	416	20	221	0	0
Vocational Solutions	100	756	106	775	120	987
Medicaid (Future)	79	870	93	776	99	1113

Activities:

7/12	Safety Committee Meeting
7/13	Final TAB Planning Session and IMD Meeting
7/14	WNCSource Board Meeting & Transportation Strategic Plan Update
7/14	Transit County Meeting
7/15	WHKP Advertising Meeting
7/20	Senior Staff
7/26	WTZQ Advertising Meeting
7/27	NCPTA, Transportation Succession Meeting
7/28	Meeting with Council on Aging

Report:

July 2022 has been another great month in transportation. We have finalized the TAB strategic plan and will present the draft plan to the TAB for approval during the August 18th meeting. Kudos to David White and Noah Rose for their involvement in the planning process. The department is fully staffed and are working hard to provided as many trips a day as we can provide in a safe and reliable manner. Two transit policies have been drafted and presented to the County for their approval. One policy addresses the proper protocols for transit bathroom breaks. This can be very challenging for our drivers as they currently do not have a place or time built into their bus schedule for these types of breaks. The transportation department, working with a consultant and former transit director, drafted a safe and reliable plan for our drivers. We also drafted a transit rider suspension policy with the help of the same consultant. We believe these plans will serve us well as we enter into the new transit service contract.

In July, we continued our driver training with wheelchair securement and safety. This training was divided into two sessions and all Transportation employees participated in this training. With new transportation operation systems in place and a great staff we look forward to serving the citizens of our community during the month of August.

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
July 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 completed the infrastructure wiring project at Tebeau street. We only need to connect our equipment and mount cameras and Wi-Fi access points.
- Cameras have been mounted at Forest City site and internet service has just been installed. Equipment will be activated the 1st week of August which will conclude the project at that site.

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:

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 and prepare for the FA2.

- **Tebeau Children's Center:**

The construction continues at Tebeau Children's Center. New sheetrock has been installed; the finish work has been completed and painted. Framing for the drop ceiling in the back building has been completed. New inside doors have been installed. The contractors are completing the installation of the cable throughout the two buildings to be used for our security cameras, security alarms, badge readers and fire alarm.

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

The construction on the Forest City Children's Center has been completed. The facilities team will continue to assist children's services as needed.

Safety Highlights:

We conducted safety checks and building inspections at the King Creek Main office, King Creek Children's Center, Sunny View Elementary, Hillview Children's Center, Tiger Town Thrift Store, and Kids Kingdom.

We are working with all areas of WNCSource to reduce slips, trips, and falls. We have removed furniture, recommended new placement of furniture and classroom supplies, and removed unnecessary barriers to prevent falls.

We supply Prevent Heat Illness at Work information to our maintenance team.

Date	New Work Orders	Closed Work Orders
07/1/2022 to 07/29/2022	93	75

SENIOR NUTRITION PROGRAM			No. Volunteers	No. Volunteer Hours	
13	Participants/Silvermont Lunch Plus	151	Meals Served	6	26
29	Participants/Quebec Lunch Plus	517	Meals Served	4	12
23	Participants receiving Mobile Meals	450	Meals Delivered		
19	Families at MANNA Food Distribution		Individuals Served	Quebec # HDM Clients	
				Quebec # HDM Meals	
43	Total Ensure Clients (3 Total under 60)	600	Total Ensure Meals	Mobile # HDM Clients	
				Mobile # HDM Meals	
600	Ensure Meals >60	0	Ensure Meals <60		
0	New Ensure Clients	3	New Congregate Clients		
2	New Mobile Meals Clients		Referrals		

SECTION 8 HOUSING		HEAD START	Tiger Town	Bargain Hendo		
7	Inquiries	Inquiries	Net Sales	\$6,256.56	Net Sales	\$11,381.72
2	Applications	Apps Taken	Volunteer Hrs.	187	Volunteer Hrs.	229.5
4	Applicant Inquiries	Updates	# Volunteers	12	# Volunteers	13
	Homeless Preference		63	HDM Clients		
2	Client Updates		12	HDM Food boxes distributed =	84 meals	

REFERRALS			
	AARP Tax Assistance		On Track
15	Anchor Baptist Food Pantry	12	Other Housing Programs
	AARP Tax Service	5	Pisgah Legal/Legal Aid
2	Boys & Girls Club		Red Cross
16	Bread of Life		RSVP
	Brevard Recovery Education Center	2	SAFE
	Child Care Subsidy	7	Salvation Army
6	Congregate (Lunch Plus)		Self Sufficiency/Janirve
6	County Transportation		Services for Deaf/Hard of Hearing
	CRC	9	Sharing House
18	DSS		Sheriff's Department
1	Emergency Assistance Inquiries		SHIIP
6	Family Place	7	Silvermont Opportunity Center
16	Food Stamps		Smart Start
	Fresh Start		Social Security Administration
	Goodwill	1	STEP WNC
4	Haven		T Co Senior Services Directory
	Head Start/NCPReK	14	Tiger Town
	Joblink/ESC		TRAIN
	Liquid Nutrition Program (Ensure)	1	Transylvania Bapt. Assoc./Ramp ministry
	Manna	20	United Way 211
2	Meals on Wheels (Brevard)		Veteran's Affairs
	Medicaid/Health Choice		Vocational Rehabilitation
	Memory Care		WAP
3	Meridian		WIC/Baby Love
	NC Cooperative Extension		Workfirst

WCCA REPRESENTATIONS			
	Coordinate work on various projects for Bargain Hendo & Tiger Town	Deb Haight	
June 7	Participate in virtual new hire orientation	Deb Haight	
June 14	Participate in Senior Staff Meeting	Deb Haight	
June 14	Participate in Safety Meeting for WNCSource	Deb Haight	
June 15	Virtual Meeting to discuss Healthy Opportunities Pilot Grant	Deb Haight	
June 16	Participate in HR Actions Training	Deb Haight	

Bobby Kimmons, Vice President Human Resources
June 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

- SHRM-CP Certification
- Burnout-Proof Your Culture to Better Performance (1 SHRM Credit)
- Started Course: USF MUMA College of Business – Diversity, Equity & Inclusion

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