

PROGRAM DIRECTOR'S REPORT

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

Units under lease on July 1, 2022	602
Incoming Portable vouchers administered	3
Outgoing Portable vouchers	5
VASH vouchers leased	2
NED vouchers leased	30
Total vouchers issued	23
Henderson County	17
Transylvania County	6
Total Outstanding Vouchers	65
Henderson County	47
Transylvania County	18
Combined County success rate	52%
Henderson County 12 month success rate	56%
Transylvania County 12 month success rate	36%
Families terminated from HCV program	8
Administrative terminations	3
New HAP contracts processed	5
Annual recertification's processed	39
Interim recertification's processed	16
Rent payments abated	0
Total Waiting List Families	683
Henderson County	569
Transylvania County	114
# of Family Self-Sufficiency participants	34
FSS participants contributing to escrow	19
FSS Program "graduates"	134
HCV Homeownership participants	9
HQS Inspections	89

Section 8 Management Assessment Program (SEMAP) review is complete and has been submitted. We are awaiting official results.

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

	May1 2022		May 2022		June 2022	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	5572	14150	5894	14824	5282	14094
Para Transit	324	1261	287	1061	279	1002
HCCBG						
HCCBG General (shopping/mealsite)	882	1968	958	2442	904	2489
HCCBG Medical (Title III)	38	414	52	352	60	360
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	155	1051	134	931	86	542
ROAP - E&D TAP	36	175	262	1477	141	680
5310 - Operations - Green River	40	249	49	383	62	575
ROAP - Work First	234	1426	0	0	0	0
Contractual Transportation						
H CO Medical (SameDay/NextDay)	20	221	0	0	0	0
Vocational Solutions	106	775	120	987	260	1414
Medicaid (Future)	93	776	99	1113	62	472

Activities:

8/2	Meeting with Pardee Hospital / Drug Testing and DOT Physicals
8/4	Monthly budget meeting
8/8	Video shoot at Morrow Insurance Agency (What to do in case of an accident)
8/9	Meeting with Parks Ford Service Manager
8/11	WCCA Board meeting
8/15	TAB agenda meeting with presenters
8/16	Meeting with PASSIO Leadership (automatic passenger count system)
8/17	IMD Monthly meeting
8/18	Quarterly TAB meeting
8/23	Consultant Transportation scheduling meeting
8/25	Meeting with Salvation Army Board Members
8/30	Meeting with Associated Posters / Rebranding Transportation Vehicles

On August 18, during our quarterly TAB meeting, a three to five year strategic plan was approved by the TAB . We would like to thank Noah Rose for her time, leadership and help through the transportation strategic planning process. Our TAB now has a manual and strategic plan in place. On August 10, WNCSource Transportation had a record day for number of passenger trips in one day. Almost 100 passenger trips were completed on that day and these numbers do not include public transit riders. These numbers represent only what we did in community transportation. Five years ago, we were averaging just about half that number of trips. With a full staff and a large increase in request for transportation, we think there will be more records during the remaining part of 2022. Additionally, the transportation department has a very good chance to become a transportation provider for the Healthy Opportunities Pilot Program which may start in December. Kudos go out to the main players who have made this happen: David White, Iby Whitten and Terri Bowman. Terri also did a great job with her presentation to our TAB regarding this program at the August meeting. Working with Morrow Insurance Company and Dan Mayes, our transportation department did a video shoot session for the purpose of creating a video that will serve all employees who drive a WNCSource vehicle on what to do after an accident. This video will equip all drivers of WNCSource vehicles with the tools they need to respond correctly and appropriately after an accident. Finally, because of our large increase in community transportation, becoming a Medicaid transportation service provider and a good probability of becoming a Healthy Opportunities transportation service provider the transportation department is talking with potential transportation scheduling consultants to make sure we are maximizing our trip potential.

SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours		
12	Participants/Silvermont Lunch Plus	161	Meals Served	4	18		
32	Participants/Quebec Lunch Plus	532	Meals Served	4	12		
23	Participants receiving Mobile Meals	427	Meals Delivered				
20	Families at MANNA Food Distribution		Individuals Served	Quebec # HDM Clients			
				Quebec # HDM Meals			
35	Total Ensure Clients (1 Total under 60)	392	Total Ensure Meals	Mobile # HDM Clients			
				Mobile # HDM Meals			
378	Ensure Meals >60	14	Ensure Meals <60				
1	New Ensure Clients	3	New Congregate Clients				
	New Mobile Meals Clients	3	Referrals				
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
28	Inquiries		Inquiries	Net Sales	\$5,106.66	Net Sales	\$9,860.69
9	Applications		Apps Taken	Volunteer Hrs.	151.5	Volunteer Hrs.	197
6	Applicant Inquiries		Updates	# Volunteers	12	# Volunteers	11
	Homeless Preference			63	HDM Clients		
4	Client Updates			54	HDM Food boxes distributed =	378 meals	
REFERRALS							
	AARP Tax Assistance				On Track		
16	Anchor Baptist Food Pantry		12		Other Housing Programs		
	AARP Tax Service				Pisgah Legal/Legal Aid		
	Boys & Girls Club				Red Cross		
17	Bread of Life				RSVP		
	Brevard Recovery Education Center		3		SAFE		
2	Child Care Subsidy				Salvation Army		
1	Congregate (Lunch Plus)				Self Sufficiency/Janirve		
	County Transportation				Services for Deaf/Hard of Hearing		
	CRC		17		Sharing House		
14	DSS				Sheriff's Department		
	Emergency Assistance Inquiries				SHIIP		
	Family Place				Silvermont Opportunity Center		
8	Food Stamps				Smart Start		
	Fresh Start				Social Security Administration		
	Goodwill				STEP WNC		
	Haven				T Co Senior Services Directory		
1	Head Start/NCPReK		13		Tiger Town		
	Joblink/ESC				TRAIN		
1	Liquid Nutrition Program (Ensure)				Transylvania Bapt. Assoc./Ramp ministry		
	Manna		21		United Way 211		
1	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							
July	Coordinate work on various projects for Bargain Hendo & Tiger Town						Deb Haight
July 1	Virtual Meeting to discuss Health Opportunities Pilot Grant						Deb Haight
July 20	Participate in Senior Staff Meeting						Deb Haight
July 21	Participate in WFG Training concerning leave for employees						Deb Haight

Facilities & Safety Department Report
Tim Camp, Director
August 2022

Tebeau Children's Center:

Construction continues at Tebeau Children's Center:

- New floors installed
- Drop ceiling in back building completed
- Forms for new sidewalks around buildings installed and prepped for concrete
- Previous front parking lot and sidewalks removed
- Grading underway for new parking lot
- Working with city to comply with vegetation requirements

Safety Highlights:

I'm approaching safety holistically, including thorough reviews and updates of all safety policies and procedures, creations of new ones, and execution of policy communication and practice. Our safety team is focused on continual improvements in all areas, and will diligently monitor policies as no safety plan is foolproof and conditions evolve and change over time.

Examples of current procedures:

- 1-hour virtual safety training provided for all new hires, including required safety videos.
- Annual safety training conducted with all staff.
- Additional and customized safety trainings provided by request or based on need
- Regular safety inspections are conducted on all facilities
- A common and consistent language for emergency events and processes is being rolled out to ensure consistency across all sites
- Monthly and quarterly drills are conducted, including fire, natural disaster, active shooter, etc.
- All fire extinguishers, kitchen hoods, and facility fire suppression systems are inspected annually by a licensed vendor to ensure fire code compliance.
- Emergency procedures are posted in all buildings
- Procedures regulating when it's appropriate to open the doors for visitors have been instituted.
- External doors are required to be closed and locked at all times when not in use.
- Digital locks and badge readers are in place that restrict building access based on time and individual codes.
- Internal and external security cameras are installed across all facilities.
- Panic buttons have been supplied for staff and facilities
- A safety committee composed of staff from multiple departments and sites meets monthly.
- A subcommittee has been created to focus specifically on reducing slips, trips, and falls.
- A Quick Reference Guide for phone use has been created with common language for emergency situations.
- We participate in Children's Service Monday huddle meetings to discuss and provide instruction on safety issues as needed.

Date	New Work Orders	Closed Work Orders
08/1/2022 to 08/26/2022	62	90

Bobby Kimmons, Vice President Human Resources
August 2022

COVID Data:

- COVID 80 employees that are vaccinated and not boosted
- COVID 84 employees have gotten their booster shots
- 12 COVID positive employees 9/22/22 – 8/22/22)
- 5 employees on accommodations – 1 is coming off 9/30/22
- 2022 Job Fairs- 14 completed and 4 scheduled
- 9/1/22 – WNCSource Job Fair & Open House at Forest City Center

Department Education:

Bobby Kimmons Jr.

- Disney Veterans Institute
- Caring for Children Who Experience Trauma
- Job Hazard Analysis: How to Analyze health and safety in the workplace

Sherie Prince

- Finding Corporate purpose in a time of social inequity
- Evaluating the EAP from what has been to what can be
- Disney Veterans Institute
- Job Hazard Analysis: How to Analyze health & safety in the workplace

Jillian Boyd

- 11/10/2021 started her MSA-HRM
- Finished 6 MBA classes
- Mental Health First Aid 8/10/22
- Currently enrolled in Corporate Finance Labor Relations & Collective Bargaining

Nancy Islas

- Studying for APHR Certification

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

- Forest City Center is completed with functioning Wi-Fi and 12 cameras.
- Tebeau St. Center work is resuming the first week of September and will take a couple of days to complete.
- We helped to produce a hybrid in-person/virtual Preservice training with Children's Services to help accommodate staff preference regarding convenience and safety.

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

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