

# PROGRAM DIRECTOR'S REPORT

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

|  |            |
|--|------------|
| <b>Units under lease on August 1, 2022</b> | <b>603</b> |
| Incoming Portable vouchers administered    | 3          |
| Outgoing Portable vouchers                 | 5          |
| VASH vouchers leased                       | 4          |
| NED vouchers leased                        | 30         |
| <b>Total vouchers issued</b>               | <b>11</b>  |
| Henderson County                           | 9          |
| Transylvania County                        | 2          |
| <b>Total Outstanding Vouchers</b>          | <b>52</b>  |
| Henderson County                           | 38         |
| Transylvania County                        | 14         |
| <b>Combined County success rate</b>        | <b>48</b>  |
| Henderson County 12 month success rate     | 50         |
| Transylvania County 12 month success rate  | 36         |
| Families terminated from HCV program       | 8          |
| Administrative terminations                | 3          |
| New HAP contracts processed                | 11         |
| Annual recertification's processed         | 33         |
| Interim recertification's processed        | 16         |
| Rent payments abated                       | 3          |
| <b>Total Waiting List Families</b>         | <b>672</b> |
| Henderson County                           | 556        |
| Transylvania County                        | 116        |
| # of Family Self-Sufficiency participants  | 34         |
| FSS participants contributing to escrow    | 19         |
| FSS Program "graduates"                    | 134        |
| HCV Homeownership participants             | 9          |
| HQS Inspections                            | 61         |

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

|   | June 2022 |       | July 2022 |       | August 2022 |       |
|---|-----------|-------|-----------|-------|-------------|-------|
|   | Trips     | Miles | Trips     | Miles | Trips       | Miles |
| <b>Transit</b>                              |           |       |           |       |             |       |
| Transit                                     | 5894      | 14824 | 5282      | 14094 | 6752        | 15441 |
| Para Transit                                | 287       | 1061  | 279       | 1002  | 313         | 1282  |
|   |           |       |           |       |             |       |
| <b>HCCBG</b>                                |           |       |           |       |             |       |
| HCCBG General (shopping/mealsite)           | 958       | 2442  | 904       | 2489  | 981         | 2712  |
| HCCBG Medical (Title III)                   | 52        | 352   | 60        | 360   | 54          | 173   |
|   |           |       |           |       |             |       |
| <b>5311 Operating/5310 Operating - ROAP</b> |           |       |           |       |             |       |
| ROAP - RGP - E'ville                        | 134       | 931   | 86        | 542   | 86          | 579   |
| ROAP - E&D TAP                              | 262       | 1477  | 141       | 680   | 173         | 845   |
| 5310 - Operations - Green River             | 49        | 383   | 62        | 575   | 55          | 410   |
| ROAP - Work First                           | 0         | 0     | 0         | 0     | 0           | 0     |
|   |           |       |           |       |             |       |
| <b>Contractual Transportation</b>           |           |       |           |       |             |       |
| H CO Medical (SameDay/NextDay)              | 0         | 0     | 0         | 0     | 11          | 72    |
| Vocational Solutions                        | 120       | 987   | 260       | 1414  | 265         | 1691  |
| Medicaid (Future)                           | 99        | 1113  | 62        | 472   | 80          | 589   |

**Activities:**

|      |                                      |
|------|--------------------------------------|
| 9/7  | Monthly budget meeting               |
| 9/12 | Healthy Opportunities Program Update |
| 9/12 | County Transit meeting               |
| 9/13 | WNCSource Safety Committee meeting   |
| 9/28 | NCPTA Monthly meeting                |

September has truly been a great month for WNCSource Transportation. This is the result of a lot of hard work by many people and support from WNCSource leadership. We are in the process of hiring a part time van driver and office assistant position. The part time driver is going to mainly assist with Vocational Solutions, mealsite and shopping transportation. The office assistant will assure our current staff has the necessary support needed to operate post COVID and also become the Healthy Opportunities Program administrator/coordinator. We have seen a substantial increase in all transportation needs from our community and are able to handle this increase because of a great team of drivers who have been appropriately trained and focus on taking care of people who use our services. We are very thankful to be fully staffed with such good people and are appreciative of their hard work and dedication. We are also thankful for the upgrades in technology: PASSIO, Surebus Cameras, Tripmaster, SEON Cameras, and new operating tablets for our drivers. These upgrades have made our agency more efficient and has allowed us to work smarter not harder. Finally, our Transportation Advisory Board approved the TAB Strategic Plan during our August meeting.

| SENIOR NUTRITION PROGRAM                     |  |  |                        | No. Volunteers                          | No. Volunteer Hours |                |            |
|--|--|--|------------------------|---|---------------------|----------------|------------|
| 12   | Participants/Silvermont Lunch Plus       | 176  | Meals Served           | 4                                       | 30                  |                |            |
| 29   | Participants/Quebec Lunch Plus           | 607  | Meals Served           | 4                                       | 12                  |                |            |
| 21   | Participants receiving Mobile Meals      | 475  | Meals Delivered        |   |                     |                |            |
| 17   | Families at MANNA Food Distribution      |  | Individuals Served     | Quebec # HDM Clients                    |                     |                |            |
|  |  |  |                        | Quebec # HDM Meals                      |                     |                |            |
| 38   | Total Ensure Clients ( 2 Total under 60) | 612  | Total Ensure Meals     | Mobile # HDM Clients                    |                     |                |            |
|  |  |  |                        | Mobile # HDM Meals                      |                     |                |            |
| 588  | Ensure Meals >60                         | 24   | Ensure Meals <60       |   |                     |                |            |
| 6  | New Ensure Clients                       |  | New Congregate Clients |   |                     |                |            |
|  | New Mobile Meals Clients                 | 3  | Referrals              |   |                     |                |            |
| SECTION 8 HOUSING                            |  | HEAD START   |                        | Tiger Town                              |                     | Bargain Hendo  |            |
| 8  | Inquiries                                | 1  | Inquiries              | Net Sales                               | \$5,106.66          | Net Sales      | \$9,860.69 |
| 8  | Applications                             |  | Apps Taken             | Volunteer Hrs.                          | 181.75              | Volunteer Hrs. | 238        |
| 4  | Applicant Inquiries                      |  | Updates                | # Volunteers                            | 11                  | # Volunteers   | 13         |
|  | Homeless Preference                      |  | 65                     | HDM Clients                             |                     |                |            |
| 3  | Client Updates                           |  | 116                    | HDM Food boxes distributed = 812 meals  |                     |                |            |
| REFERRALS                                    |  |  |                        |   |                     |                |            |
|  | AARP Tax Assistance                      |  |                        | On Track                                |                     |                |            |
| 15   | Anchor Baptist Food Pantry               |  | 9                      | Other Housing Programs                  |                     |                |            |
|  | AARP Tax Service                         |  | 3                      | Pisgah Legal/Legal Aid                  |                     |                |            |
| 3  | Blue Ridge Community Health Services     |  | 1                      | Red Cross                               |                     |                |            |
|  | Boys & Girls Club                        |  |                        | RSVP                                    |                     |                |            |
| 20   | Bread of Life                            |  |                        | SAFE                                    |                     |                |            |
|  | Child Care Subsidy                       |  | 11                     | Salvation Army                          |                     |                |            |
|  | Congregate (Lunch Plus)                  |  |                        | Self Sufficiency/Janirve                |                     |                |            |
| 5  | County Transportation                    |  | 18                     | Sharing House                           |                     |                |            |
|  | CRC                                      |  |                        | Sheriff's Department                    |                     |                |            |
| 18   | DSS                                      |  |                        | SHIIP                                   |                     |                |            |
| 3  | Emergency Assistance Inquiries           |  | 1                      | Silvermont Opportunity Center           |                     |                |            |
|  | Family Place                             |  |                        | Smart Start                             |                     |                |            |
| 10   | Food Stamps                              |  |                        | Social Security Administration          |                     |                |            |
|  | Goodwill                                 |  |                        | STEP WNC                                |                     |                |            |
| 7  | Haven                                    |  |                        | T Co Senior Services Directory          |                     |                |            |
|  | Head Start/NCPReK                        |  | 15                     | Tiger Town                              |                     |                |            |
| 1  | Hunger Coalition                         |  |                        | TRAIN                                   |                     |                |            |
|  | 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                                     |                     |                |            |
|  | Meridian                                 |  |                        | WIC/Baby Love                           |                     |                |            |
| WCCA REPRESENTATIONS IN August by Deb Haight |  |  |                        |   |                     |                |            |
| August 2022                                  |  | Coordinate on projects for Bargain Hendo and Tiger Town        |                        |   |                     |                |            |
| August 3 <sup>rd</sup>                       |  | Participate in Senior Staff Meeting                            |                        |   |                     |                |            |
| August 8 <sup>th</sup>                       |  | Participate Mobile Free Pharmacy Planning event                |                        |   |                     |                |            |
| August 9 <sup>th</sup>                       |  | New Hire Meeting   |                        |   |                     |                |            |
| August 10 <sup>th</sup>                      |  | Participate in Land of Sky Meeting                             |                        |   |                     |                |            |
| August 12 <sup>th</sup>                      |  | Participate in T. County Transportation Advisory Board Meeting |                        |   |                     |                |            |
| August 14 <sup>th</sup> & 15 <sup>th</sup>   |  | Assist with Mobile Free Pharmacy Event                         |                        |   |                     |                |            |
| August 25 <sup>th</sup>                      |  | Participate in Senior Staff Meeting                            |                        |   |                     |                |            |

**Facilities & Safety Department Report**  
**Tim Camp, Director**  
**September 2022**

The facilities team continues to focus on preparing all children services locations for the upcoming FA2 review.

**Tebeau Children's Center:**

Construction continues at Tebeau Children's Center:

- Cabinets have been installed
- Bathroom fixtures are in process of being installed
- Concrete pad has been poured for the dumpster
- Dumpster enclosure is being installed
- New stove and hood have been installed

**Safety Highlights:**

- First quarter fire drills have been completed
- Emergency signs and lights have been repaired or replaced where needed
- Batteries are being replaced in all panic buttons
- Hands-free phone holder pilot has been a great success; we are installing them in all cars

| Date                       | New Work Orders | Closed Work Orders |
|----------------------------|-----------------|--------------------|
| 09/1/2022 to<br>09/30/2022 | 64              | 56                 |

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

**COVID Data:**

- Covid 78 employees that are vaccinated and not boosted
- Covid 85 employees have gotten their booster shots
- 4 employees on accommodations – 1 is coming off 9/30/22
- 2022 Job Fairs- 17 completed and 3 scheduled

**Department Education:**

**Bobby Kimmons Jr.**

- Aligning Pay Philosophy, Company Culture and Employer Brand – SHRM
- The Future of Work – SHRM
- Reshaping the Workplace: An Honest Conversation
- Hispanics in the Workforce: Best Practices for Inclusion and Equity – Society for Diversity
- Two Classes from ICW for the S.T.E.P. UP Certification

**Sherie Prince**

- SHRM Webinar, Upskill to keep and attract talent.
- SHRM Webinar, Beating Burnout HR ideas for 2022

**Jillian Boyd**

- 11/10/2021 started her MSA-HRM
- Finished 6 MBA classes
- Currently enrolled in Corporate Finance Labor Relations & Collective Bargaining

**Information Systems Departmental – Henderson, Polk & Transylvania Counties**  
*Jonathan Stanley, Information Systems Director*  
**September 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 installed 2 doorbell cameras at the Forest City Center.
- We are waiting for the final painting to be completed at Tebeau St. Center and then we can install cameras. The fiber interconnect that goes between the two buildings was completed and infrastructure equipment is installed and ready to turn on.
- All 14 driver tablets were upgraded to new models for Apple Country.

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
- 80 smartphones | 14 4G/LTE tablets
- 65 I-pads
- 28 managed wireless access points across 12 sites
- 14 managed network switches across 8 sites
- 150 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                                  |