

PROGRAM DIRECTOR'S REPORT

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

Units under lease on September 1, 2022	606
Incoming Portable vouchers administered	3
Outgoing Portable vouchers	6
VASH vouchers leased	4
NED vouchers leased	30
Total vouchers issued	12
Henderson County	12
Transylvania County	0
Total Outstanding Vouchers	50
Henderson County	37
Transylvania County	13
Combined County success rate	47%
Henderson County 12 month success rate	50%
Transylvania County 12 month success rate	41%
Families terminated from HCV program	6
Administrative terminations	0
New HAP contracts processed	9
Annual recertification's processed	56
Interim recertification's processed	47
Rent payments abated	2
Total Waiting List Families	673
Henderson County	577
Transylvania County	96
# of Family Self-Sufficiency participants	34
FSS participants contributing to escrow	19
FSS Program "graduates"	134
HCV Homeownership participants	9
HQS Inspections	63

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

	July 2022		August 2022		September 2022	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	5282	14094	6752	15441	5877	14150
Para Transit	279	1002	313	1282	264	1175
HCCBG						
HCCBG General (shopping/mealsite)	904	2489	981	2712	974	2643
HCCBG Medical (Title III)	60	360	54	173	48	200
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	86	542	86	579	93	619
ROAP - E&D TAP	141	680	173	845	154	794
5310 - Operations - Green River	62	575	55	410	63	550
ROAP - Work First	0	0	0	0	9	33
Contractual Transportation						
H CO Medical (SameDay/NextDay)	0	0	11	72	10	27
Vocational Solutions	260	1414	265	1691	274	1652
Medicaid (Future)	62	472	80	589	60	398

Activities:

10/5	Monthly Medicaid Meeting
10/12	Monthly IMD Meeting
10/13	Monthly Budget Meeting
10/14	Start Van Rebranding
10/18	ADA Training Part 1 and Part 2
10/19	Meeting with WHKP
10/19	Pardee at Work Meeting
10/25	Annual Budget Meeting
10/25	Senior Staff Meeting
10/26	Local Emergency Planning Meeting
10/27	ADA Training Part 3
10/27	Begin Transportation Scheduling Consultant Work

WNCSource administrative staff participated in and completed ADA training this month. NC State University Institute sponsored this training for Transportation Research and Education. Additionally, all WNCSource transportation vans now have the WNCSource brand on them. October has not seen many changes or news in the transportation department. We are operating at full capacity with a great staff. We began our consulting work with JP Public Transit Consultants. The purpose of this projects work is to take a deeper look into our current scheduling practices to see if there are ways we can complete our on demand and subscription scheduling in a more effective way. We are excited about this work and will report back to the WNCSource Board in December on recommendations and changes we make. We would like to thank David White and Ibbly Whitten for supporting this project.

SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours		
20	Participants/Silvermont Lunch Plus	176	Meals Served	4	22		
30	Participants/Quebec Lunch Plus	425	Meals Served	4	12		
21	Participants receiving Mobile Meals	370	Meals Delivered				
18	Families at MANNA Food Distribution		Individuals Served	Quebec # Food Box Clients	4		
				Quebec # Box Meals	56		
38	Total Ensure Clients (2 Total under 60)	600	Total Ensure Meals	Mobile # Food Box Clients			
				Mobile # Box Meals			
552	Ensure Meals >60	48	Ensure Meals <60				
	New Ensure Clients	2	New Congregate Clients				
1	New Mobile Meals Clients	4	Referrals				
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
22	Inquiries	1	Inquiries	Net Sales	\$6,396.22	Net Sales	\$10,669.98
10	Applications		Apps Taken	Volunteer Hrs.	192.5	Volunteer Hrs.	155
6	Applicant Inquiries		Updates	# Volunteers	13	# Volunteers	13
1	Homeless Preference		68	HDM Clients			
3	Client Updates		154	HDM Food boxes distributed = 1,078 meals			
REFERRALS							
	AARP Tax Assistance		4	On Track			
13	Anchor Baptist Food Pantry		22	Other Housing Programs			
	AARP Tax Service		3	Pisgah Legal/Legal Aid			
2	Boys & Girls Club			Red Cross			
18	Bread of Life			RSVP			
	Brevard Recovery Education Center		4	SAFE			
2	Child Care Subsidy		13	Salvation Army			
	Congregate (Lunch Plus)			Self Sufficiency/Janirve			
8	County Transportation			Services for Deaf/Hard of Hearing			
1	The Cove		21	Sharing House			
17	DSS			Sheriff's Department			
2	Emergency Assistance Inquiries			SHIIP			
	Family Place			Silvermont Opportunity Center			
12	Food Stamps			Smart Start			
	Fresh Start			Social Security Administration			
	Goodwill		2	STEP WNC			
9	Haven			T Co Senior Services Directory			
	Head Start/NCPReK		17	Tiger Town			
2	Housecalls Section 8			TRAIN			
	Liquid Nutrition Program (Ensure)		5	Transylvania Bapt. Assoc./Ramp ministry			
	Manna		19	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							
	Coordinate work on various projects for Bargain Hendo and Tiger Town			Deb Haight			
Sept. 13 th	Participate in agency safety meeting			Deb Haight			
Sept. 14 th	Participate in Senior Staff Meeting			Deb Haight			
Sept. 22 nd	Participate in Transylvania County TRAIN Meeting			Deb Haight			

Facilities & Safety Department Report
Tim Camp, Director
September 2022

Tebeau Children's Center:

The construction on the Tebeau Children's Center has been completed. This site passed final inspection with minor repairs. The facilities team has begun working on the playgrounds and is moving forward on the minor repairs.

King Creek Main Office:

- The HVAC unit at King Creek Main Office has stopped operating correctly. Horizon Heating & Air performed an inspection/diagnosis of the unit and advised the main controller system is broken. This particular controller is no longer produced. A replacement option is being researched to fix the problem.
- The roof was determined to be no longer repairable. A contract has been signed for the replacement of the roof.

King Creek Children's Center:

A contract has been signed for the replacement of the roof at King Creek Children's Center. The roof has been leaking for some time and many unsuccessful attempts have been made to stop the leaks.

Date	New Work Orders	Closed Work Orders
10/01/22 – 10/31/22	53	63

Bobby Kimmons, Vice President Human Resources
September 2022

COVID Data:

- Covid 82 employees that are vaccinated and not boosted
- Covid 88 employees have gotten their booster shots
- 4 employees on accommodations
- 2022 Job Fairs- 20 completed

Department Education:

Bobby Kimmons Jr.

- Three Classes from ICW for the S.T.E.P. UP Certification
- The Future of Health at Work – SHRM
- The Diversity 5.0 ERG Summit – The Society of Diversity (8 hours)

Sherie Prince

- HR Webcast Redefining What It Takes to Succeed in HR
- Webinar – Employee Engagement Strategies and How to become an employer of choice
- Webinar – OSHA and Workplace Safety for HR Professionals
- Webinar – I-9 and Immigration Law Compliance 2022
- Resigned 10/28/22

Jillian Boyd

- 11/10/2021 started her MSA-HRM
- Finished 8 MBA classes

Nancy Islas

- Resigned 10/21/22

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
October 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 Systems including networking, cameras, doorbell cams, laptops and printer are installed and working.
- At Tebeau, networking equipment has been installed, including internet and Wi-Fi. Doorbell cameras and badge readers are also fully functional. We still need to install security cameras and printers.

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 Ipads
- 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