

## PROGRAM DIRECTOR'S REPORT

**Housing Department - Henderson & Transylvania Counties**  
*Robert Hooper, Director of Housing*  
 October 1, 2022

<b>Units under lease on July 1, 2022</b>	<b>605</b>
Incoming Portable vouchers administered	2
Outgoing Portable vouchers	4
VASH vouchers leased	4
NED vouchers leased	29
<b>Total vouchers issued</b>	<b>11</b>
Henderson County	8
Transylvania County	3
<b>Total Outstanding Vouchers</b>	<b>53</b>
Henderson County	42
Transylvania County	11
<b>Combined County success rate</b>	<b>47%</b>
Henderson County 12 month success rate	50%
Transylvania County 12 month success rate	39%
Families terminated from HCV program	8
Administrative terminations	2
New HAP contracts processed	7
Annual recertification's processed	69
Interim recertification's processed	12
Rent payments abated	0
<b>Total Waiting List Families</b>	<b>704</b>
Henderson County	592
Transylvania County	112
# of Family Self-Sufficiency participants	34
FSS participants contributing to escrow	19
FSS Program "graduates"	134
HCV Homeownership participants	9
HQS Inspections	72

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

	August 2022		September 2022		October 2022	
	Trips	Miles	Trips	Miles	Trips	Miles
<b>Transit</b>						
Transit	6752	15441	5877	14150	5689	14150
Para Transit	313	1282	264	1175	227	806
<b>HCCBG</b>						
HCCBG General (shopping/mealsite)	981	2712	974	2643	913	2885
HCCBG Medical (Title III)	54	173	48	200	53	352
<b>5311 Operating/5310 Operating - ROAP</b>						
ROAP - RGP - E'ville	86	579	93	619	99	563
ROAP - E&D TAP	173	845	154	794	106	572
5310 - Operations - Green River	55	410	63	550	54	532
ROAP - Work First	0	0	9	33	21	42
<b>Contractual Transportation</b>						
H CO Medical (SameDay/NextDay)	11	72	10	27	16	55
Vocational Solutions	265	1691	274	1652	292	1950
Medicaid (Future)	80	589	60	398	75	795

**Activities:**

11/1 & 11/2	Scheduling Consultant on Site
11/3	Monthly Transit Meeting
11/7	Children’s Services Huddle
11/8	Community Foundation Luncheon / Safety Committee Meeting
11/9	NCPTA NEWT Round Table / Consultant Meeting / IMD Meeting / Senior Staff
11/10	WNCSource Board Meeting
11/15	Board Bus Tour
11/16	Monthly Safety Meeting
11/17	Quarterly TAB Meeting
11/29	Senior Staff/ MPO Meeting / Scheduling Consultant Debriefing and Closeout
11/30	Monthly Budget Meeting

\* Abbreviation key on last page

The Transportation Department has been working with a Scheduling Consultant during the month of November. Over the recent months, the number of daily trips in our paratransit, and NEMT programs has almost doubled, as has request for medical transportation in our grant programs. This has at times made creating a daily schedule arduous and sometimes cumbersome. Therefore, with the support of WNCSource administration, we hired a Scheduling Consultant (JF Public Transit Consultants) to look at our current scheduling practices to see if there might be some things we could do to schedule more efficiently and increase surpluses on contractual services. We have received the report on the firms’ findings and will conducting a final debriefing and closeout of the project

on Tuesday 11/29. We are very pleased with the work completed on this project and look forward to making the necessary changes to our accomplish our goals as we move forward in the upcoming year.

Deb Haight, Director of Community Services for Transylvania County				October 2022			
<b>SENIOR NUTRITION PROGRAM</b>				No. Volunteers	No. Volunteer Hours		
17	Participants/Silvermont Lunch Plus	200	Meals Served	4	10		
21	Participants/Quebec Lunch Plus	409	Meals Served				
20	Participants receiving Mobile Meals	405	Meals Delivered				
18	Families at MANNA Food Distribution		Individuals Served	Quebec # Food Box Clients	2		
				Quebec # Box Meals	28		
43	Total Ensure Clients ( 4 Total under 60)	648	Total Ensure Meals	Mobile # Food Box Clients			
				Mobile # Box Meals			
552	Ensure Meals >60	96	Ensure Meals <60				
3	New Ensure Clients		New Congregate Clients				
0	New Mobile Meals Clients		3	Referrals			
<b>SECTION 8 HOUSING</b>		<b>HEAD START</b>		<b>Tiger Town</b>		<b>Bargain Hendo</b>	
9	Inquiries		Inquiries	Net Sales	\$6,394.73	Net Sales	\$12,629.10
2	Applications		Apps Taken	Volunteer Hrs.	154	Volunteer Hrs.	180.25
4	Applicant Inquiries		Updates	# Volunteers	14	# Volunteers	13
1	Homeless Preference		71	HDM Clients			
3	Client Updates		145	HDM Food boxes distributed = 1,015 meals			
<b>REFERRALS</b>							
	AARP Tax Assistance			On Track			
16	Anchor Baptist Food Pantry		10	Other Housing Programs			
	AARP Tax Service		2	Pisgah Legal/Legal Aid			
	Boys & Girls Club			Red Cross			
13	Bread of Life			RSVP			
	Brevard Recovery Education Center		2	SAFE			
	Child Care Subsidy			Salvation Army			
	Congregate (Lunch Plus)			Self Sufficiency/Janirve			
	County Transportation			Services for Deaf/Hard of Hearing			
	CRC		13	Sharing House			
15	DSS			Sheriff's Department			
	Emergency Assistance Inquiries			SHIIP			
	Family Place			Silvermont Opportunity Center			
11	Food Stamps			Smart Start			
	Fresh Start			Social Security Administration			
	Goodwill			STEP WNC			
5	Haven			T Co Senior Services Directory			
	Head Start/NCPReK		15	Tiger Town			
	Joblink/ESC			TRAIN			
	Liquid Nutrition Program (Ensure)			Transylvania Bapt. Assoc./Ramp ministry			
	Manna			United Way 211			
	Meals on Wheels (Brevard)			Veteran's Affairs			
	Medicaid/Health Choice			Vocational Rehabilitation			
	Memory Care		1	WAP			
	Meridian			WIC/Baby Love			
	NC Cooperative Extension			Workfirst			
<b>WCCA REPRESENTATIONS</b>							
	Coordinate work on various projects for Bargain Hendo & Tiger Town				Deb Haight		
	Submit various grants, reports and budgets				Deb Haight		

Oct. 25	Participate in Senior Staff Meeting & Quarterly Budget Meeting	Deb Haight	
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**Facilities & Safety Department Report**  
**Tim Camp, Director**  
**November 2022**

**Maintenance Highlights:**

Our maintenance team continues work on landscaping and outdoor preventive maintenance across the four counties we represent. This includes removal of leaves and branches, fence repair, replacement of mulch where needed, cleaning gutters and overall playground maintenance as needed.

**Tebeau Children's Center:**

Thanks to everyone that was able to visit our new center on the 17th. We greatly appreciate the support.

**Safety Highlights:**

We have started conducting safety checks and building inspections to ensure all outside lighting is operational and in good condition.

During our safety meeting, we covered reminders on how to prevent slips, trips, and falls during the changing season, ice and snow. We also covered staff not moving heavy office equipment and furniture.

We participated in the Children's Services Huddle covering safety procedures to reduce the possibility of staff injuries.

Date	New Work Orders	Closed Work Orders
11/1/2022 to 11/28/2022	90	69

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

**Month in Review:**

- 2022 Job Fairs- 20 completed
- 2023 Open Enrollment completed – Insurance: Medical, Dental, Vision...
- We added Pet Insurance to our Benefits Program

**Department Education:**

**Bobby Kimmons Jr.**

- HR Virtual Summit – Bamboo HR
- An Apprenticeship for HR: Why it Works – SHRM
- Resolve Workplace Conflict – Goodwill Training
- FMLA Eligibility Rules and Requirements – Course Ministry

**Jillian Boyd**

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

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

- At Tebeau, security camera installation is complete. 36 cameras have been installed and 2 doorbell cameras.
- We demoed the system during the private reveal event where we displayed 32 simultaneous cameras feeds across two large monitors.
- We have one time funding from Head Start to provide an additional 55 iPads to classrooms in all counties, including CCP partners. This will also provide additional network equipment to update older sites' infrastructure, expand and modernize Wi-Fi coverage and replace many classroom desktop PCs with laptops.

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
IMD	Integrated Mobility Division
IDA	Individual Development Accounts
LOS	Land of Sky
MPO	Metropolitan Planning Organization
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
NEMT	Non-Emergency Medical Transportation
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
TAB	Transportation Advisory Board
TAC	Transportation Advisory Committee
TCH	Transylvania County Hospital
WAP	Weatherization Assistance Program