

Hi PROGRAM DIRECTOR'S REPORT

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

Units under lease on November 1, 2022	598
Incoming Portable vouchers administered	4
Outgoing Portable vouchers	4
VASH vouchers leased	4
NED vouchers leased	30
Total vouchers issued	12
Henderson County	9
Transylvania County	3
Total Outstanding Vouchers	47
Henderson County	39
Transylvania County	8
Combined County success rate	57%
Henderson County 12 month success rate	47%
Transylvania County 12 month success rate	41%
Families terminated from HCV program	2
Administrative terminations	2
New HAP contracts processed	8
Annual recertification's processed	62
Interim recertification's processed	16
Rent payments abated	1
Total Waiting List Families	699
Henderson County	596
Transylvania County	103
# of Family Self-Sufficiency participants	34
FSS participants contributing to escrow	19
FSS Program "graduates"	134
HCV Homeownership participants	9
HQS Inspections	102

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

	September 2022		October 2022		November 2022	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	5877	14150	5689	14150	5472	14150
Para Transit	264	1175	227	806	200	792
HCCBG						
HCCBG General (shopping/mealsite)	974	2643	913	2885	813	2663
HCCBG Medical (Title III)	48	200	53	352	52	261
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	93	619	99	563	109	806
ROAP - E&D TAP	154	794	106	572	91	507
5310 - Operations - Green River	63	550	54	532	32	392
ROAP - Work First	9	33	21	42	47	311
Contractual Transportation						
H CO Medical (SameDay/NextDay)	10	27	16	55	2	17
Vocational Solutions	274	1652	292	1950	242	1562
Medicaid (Future)	60	398	75	795	70	616

Activities:

12/8	Paratransit Webinar
12/9	Pardee at Work Luncheon, Consultant Work, Board Meeting
12/13	Safety Committee Meeting, Consultant Work, HOP Onboarding
12/14	NCPTA and IMD Monthly Meetings
12/15	Consultant Work, County Transit Meeting
12/20	WNCSource Luncheon, Consultant Work

* Abbreviation key on last page

December was a "fairly business as usual month" for the transportation department. During this month, we went live with the Healthy Opportunities Program after finalizing the onboarding process. We have hired a HOP administrator/coordinator, will be ordering a new ADA Transit Connect Van and are ready to start transporting clients at the beginning of January. Additionally, we have been approached about providing Medicare transportation through a broker called Safe Ride Health. We are in the process of onboarding and expect to start this transportation in mid-January. Finally, and with the help from the Community Foundation, lift van number 55 is back on the road. Late this fall we learned this van needed an engine replacement and the Community Foundation provided the funds to replace the van. We are grateful for this, as the van is a vital part of providing transportation to elderly and disabled citizens in our community.

SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours		
22	Participants/Silvermont Lunch Plus	164	Meals Served	4	28		
26	Participants/Quebec Lunch Plus	402	Meals Served	4	10		
20	Participants receiving Mobile Meals	319	Meals Delivered				
	Families at MANNA Food Distribution		Individuals Served	SOC # Food Box Meals	56		
				Quebec # Box Meals	28		
43	Total Ensure Clients (4 Total under 60)	612	Total Ensure Meals	Mobile # Food Box Meals			
564	Ensure Meals >60	48	Ensure Meals <60				
	New Ensure Clients	2	New Congregate Clients				
	New Mobile Meals Clients	3	Referrals				
SECTION 8 HOUSING		HEAD START	Tiger Town		Bargain Hendo		
8	Inquiries		Inquiries	Net Sales	\$3,910.58	Net Sales	\$11,228.68
10	Applications		Apps Taken	Volunteer Hrs.	143	Volunteer Hrs.	185
5	Applicant Inquiries		Updates	# Volunteers	11	# Volunteers	13
	Homeless Preference		70	HDM Clients			
4	Client Updates		166	HDM Food boxes distributed = 1,162 meals			
REFERRALS							
	AARP Tax Assistance		2	On Track			
	Anchor Baptist Food Pantry		12	Other Housing Programs			
	AARP Tax Service			Pisgah Legal/Legal Aid			
2	Boys & Girls Club			Red Cross			
15	Bread of Life			RSVP			
1	CAP		3	SAFE			
	Child Care Subsidy		9	Salvation Army			
	Congregate (Lunch Plus)			Self Sufficiency/Janirve			
	County Transportation			Services for Deaf/Hard of Hearing			
	CRC		15	Sharing House			
17	DSS			Sheriff's Department			
	Emergency Assistance Inquiries		1	SHIIP			
3	Family Place			Silvermont Opportunity Center			
11	Food Stamps			Smart Start			
	Fresh Start			Social Security Administration			
	Goodwill			STEP WNC			
6	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		22	United Way 211			
	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	
	Submit various grants, reports and budgets					Deb Haight	
Nov. 9 & 29	Participate in Senior Staff Meeting					Deb Haight	
Nov. 10	Present Older Adult Strategic Plan update at WNCSource Board of Directors Meeting					Deb Haight	
Nov.15	Participate in Bus Tour for Board of Directors and Senior Staff					Deb Haight	
Nov. 16	Participate in agency safety committee meeting					Deb Haight	

Facilities & Safety Department Report
Tim Camp, Director
December 2022

Maintenance Highlights:

King Creek Main Office:

Our team used the holiday break to complete the much needed new roof installation at the King Creek Main Office. The old roof was failing in multiple locations causing multiple leaks. We were able to complete this capital improvement due to receiving a grant.

Hillandale Children's Center:

Our maintenance team removed debris around the edge of the playground at Hillandale Children's Center to ensure the playground meets all safety compliance requirements.

Tebeau Children's Center:

Two new WNCSource signs were installed at our Tebeau Children's Center: One on the building and one on the main street located in front of the building,

Safety Highlights:

We've completed our 2nd quarter fire and tornado drills at all non-educational locations.

Our safety team partnered with Satya Das, Sr. Risk Management Consultant, and Dan Mays, Director of Risk Management, and conducted a risk assessment walk through at Tebeau Children's Center, King Creek Children's Center, King Creek Main Office and Sugar Hill Children's Center. All noted issues are being reviewed

Date	New Work Orders	Closed Work Orders
12/1/2022 to 12/28/2022	46	51

Bobby Kimmons, Vice President Human Resources
December 2022

Month in Review:

- 2022 Job Fairs- 20 completed
- WNCSource is adding a Recruiter for the Children's Service Department

Department Education:

Bobby Kimmons Jr.

- 12/01/22 – Risk Management of Managers, ICW - Live Class
- 12/02/22 – Work Comp Fraud: Spot IT and Stop IT, ICW – Recorded Class
- 12/07/22 – Employment Law All Managers need to Know – Fred Pryor
- 12/13/22 – Critical Considerations for Your Successful Transitional Work – ICW
- 12/15/22 – Pay Equity: What employers need to know – ICW - Live class

Jillian Boyd

- 11/10/2021 started her MSA-HRM
- Finished 8 MBA classes, next class begins February 2023

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
December 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 are currently upgrading security camera servers at multiple locations (7th Avenue, Forest City, Main St., Etowah, Flat Rock, Hillview, King Creek Admin, Sugar Hill) to increase storage capacity and redundancy.
- We are also purchasing new Ipads and laptops for Children’s Services sites to add additional tools for the teachers and also to replace any remaining classroom desktop PCs.
- We renewed and updated the LinkedIn account for WNCSource in order to run a marketing campaign on the platform and reach new potential applicants.
- We continue to update the website to track traffic as it is driven from other platforms such as Facebook, LinkedIn and Instagram.

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
HOP	Healthy Opportunity Program
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