

PROGRAM DIRECTOR'S REPORT

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

Units under lease on December 1, 2022	604
Incoming Portable vouchers administered	1
Outgoing Portable vouchers	4
VASH vouchers leased	4
NED vouchers leased	30
Total vouchers issued	8
Henderson County	4
Transylvania County	4
Total Outstanding Vouchers	43
Henderson County	34
Transylvania County	9
Combined County success rate	46%
Henderson County 12 month success rate	47%
Transylvania County 12 month success rate	41%
Families terminated from HCV program	4
Administrative terminations	1
New HAP contracts processed	5
Annual recertification's processed	42
Interim recertification's processed	25
Rent payments abated	3
Total Waiting List Families	719
Henderson County	601
Transylvania County	118
# of Family Self-Sufficiency participants	34
FSS participants contributing to escrow	19
FSS Program "graduates"	134
HCV Homeownership participants	8
HQS Inspections	66

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

	October		November		December	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	5689	14150	5472	14150	5588	14094
Para Transit	227	806	200	792	215	791
HCCBG						
HCCBG General (shopping/mealsite)	913	2885	813	2663	554	1286
HCCBG Medical (Title III)	53	352	52	261	39	176
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	99	563	109	806	68	424
ROAP - E&D TAP	106	572	91	507	43	315
5310 - Operations - Green River	54	532	32	392	54	503
ROAP - Work First	21	42	47	311	56	637
Contractual Transportation						
H CO Medical (SameDay/NextDay)	16	55	2	17	5	29
Vocational Solutions	292	1950	242	1562	204	1251
Medicaid (Future)	75	795	70	616	50	374

Activities:

1/3	Senior Staff
1/4	Consultant Meeting
1/5	Local Emergency Planning Committee Meeting
1/9	County Transit Meeting / Consultant Meeting
1/11	Monthly IMD
1/12	Transition Meeting / Safe Ride Meeting
1/17	Consultant Meeting
1/18	HCCBG Block Grant Meeting
1/19	Senior Staff
1/25	NCPTA Monthly Meeting
1/27	Consultant Meeting
1/31	Monthly Budget Meeting

* Abbreviation key on last page

For the month of January there are three things that stand out as being noteworthy in the transportation department. First, we are now engaged in the Healthy Opportunity Pilot Program and have purchased a Ford Transit Connect Van that can accommodate wheelchairs. The referral component of the program is a work in progress and our program administrator is proactively working hard to identify people who would be eligible for HOP services. Second, we have signed a contract with Medicare Advantage broker Safe Ride Health and have started providing transportation to the broker's clients.

This venture has gone extremely well in the early stages for several reasons. First, it has been easy to work with Safe Ride through the onboarding process. They have been very supportive. Second, their portal is easy to use, their reimbursement rates are extremely good and processing trips for payment is a very streamlined. We are grateful to have this opportunity and look forward to becoming a reliable, safe option for transportation for Safe Ride Health. Finally, we have made significant progress in our daily scheduling and billing for our community transportation programs thanks to the hard work of the WNCSource transportation staff and JF Public Transit Consultants. Our work together as well as implementing many of their recommendations has enhanced many areas of our operation.

**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

Deb Haight, Director of Community Services for Transylvania County					December 2022		
SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours		
17	Participants/Silvermont Lunch Plus	113	Meals Served	4	12		
24	Participants/Quebec Lunch Plus	319	Meals Served	4	10		
19	Participants receiving Mobile Meals	266	Meals Delivered				
18	Families at MANNA Food Distribution	24	Individuals Served	Quebec # Food Box Clients		5	
				Quebec # Box Meals		49	
44	Total Ensure Clients (4 Total under 60)	552	Total Ensure Meals	Mobile # Food Box Clients		3	
				Mobile # Box Meals		77	
480	Ensure Meals >60	72	Ensure Meals <60	SOC # Food Box Meals		70	
0	New Ensure Clients		New Congregate Clients				
0	New Mobile Meals Clients	3	Referrals				
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
6	Inquiries		Inquiries	Net Sales	\$3,456.09	Net Sales	\$8,061.63
9	Applications		Apps Taken	Volunteer Hrs.	125.5	Volunteer Hrs.	95.5
3	Applicant Inquiries		Updates	# Volunteers	11	# Volunteers	11
1	Homeless Preference		74	HDM Clients			
2	Client Updates		150	HDM Food boxes distributed = 1,050 meals			
REFERRALS							
	AARP Tax Assistance			On Track			
16	Anchor Baptist Food Pantry		12	Other Housing Programs			
	AARP Tax Service		6	Pisgah Legal/Legal Aid			
	Boys & Girls Club			Red Cross			
20	Bread of Life			RSVP			
	Brevard Recovery Education Center		3	SAFE			
	Child Care Subsidy		7	Salvation Army			
	Congregate (Lunch Plus)			Self Sufficiency/Janirve			
3	County Transportation			Services for Deaf/Hard of Hearing			
	CRC		17	Sharing House			
12	DSS			Sheriff's Department			
	Emergency Assistance Inquiries			SHIIP			
8	Family Place			Silvermont Opportunity Center			
11	Food Stamps			Smart Start			
	Fresh Start			Social Security Administration			
	Goodwill			STEP WNC			
7	Haven			T Co Senior Services Directory			
	Head Start/NCPReK		16	Tiger Town			
	Joblink/ESC			TRAIN			
	Liquid Nutrition Program (Ensure)			Transylvania Bapt. Assoc./Ramp ministry			
	Manna		19	United Way 211	3	Urgent RepairHome/rehab	
	Meals on Wheels (Brevard)			Veteran's Affairs			
	Medicaid/Health Choice		2	Vocational Rehabilitation			
	Memory Care			WAP			
4	Meridian			WIC/Baby Love			
	NC Cooperative Extension		4	Workfirst			
WCCA REPRESENTATIONS							
	Coordinate work on various projects for Bargain Hendo & Tiger Town				Deb Haight		
	Submit various grants, reports &* budgets				Deb Haight		
Dec. 7	Participate in Transylvania Transportation Advisory Committee				Deb Haight		
Dec. 13	Participate in agency safety committee meeting				Deb Haight		
Dec. 15	Participate in Senior Staff Meeting				Deb Haight		

***Bobby Kimmons, Vice President Human Resources
January 2023***

Month in Review:

Department Education:

Bobby Kimmons Jr.

- 1/4/23 – Spot It Stop It Series: Fraud Awareness & Prevention
- 1/5/23 – Form I-9 and E-Verify: How to Comply with the new Changes
- 1/9/23 – FMLA – HR Training Center

Jillian Boyd

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

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
January 2023

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 completed 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.
- The website careers page has been overhauled and expanded with a talent signup and teacher's lounge area for Children's Services related information. This redesign will go live within the next few days.

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