

## COMBINED PROGRAM DIRECTOR'S REPORT

### Housing Department - Henderson & Transylvania Counties

*Robert Hooper, Director of Housing*

	November	December	January
<b>Units under lease on the 1<sup>st</sup> day of the month</b>	598	604	606
Incoming Portable vouchers administered	4	1	1
Outgoing Portable vouchers	4	4	4
VASH vouchers leased	4	4	4
NED vouchers leased	30	30	30
<b>Total vouchers issued</b>	12	8	10
Henderson County	9	4	8
Transylvania County	3	4	2
<b>Total Outstanding vouchers</b>	47	43	35
Henderson County	39	34	28
Transylvania County	8	9	7
<b>Combined County Success Rate – 12 month</b>	57%	46%	46%
Henderson County	47%	47%	47%
Transylvania County	41%	41%	41%
Families terminated from HCV program	2	4	7
Administrative terminations	2	1	3
New HAP contracts processed	8	5	6
Annual recertification's processed	62	42	37
Interim recertification's processed	16	25	11
Rent payments abated	1	3	4
<b>Total Families on Waiting List</b>	699	719	719
Henderson County	596	601	602
Transylvania County	103	118	109
<b>Total # of Family Self-Sufficiency Participants</b>	34	34	34
FSS participant's contributing to escrow	19	19	19
FSS Program "Graduates" - Total	134	134	136
HCV Homeownership participants	9	8	8
HQS Inspections performed	102	66	49

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

	November		December		January	
	Trips	Miles	Trips	Miles	Trips	Miles
<b>Transit</b>						
Transit	5472	14150	5588	14094	5808	14150
Para Transit	200	792	215	791	253	972
<b>HCCBG</b>						
HCCBG General (shopping/mealsite)	813	2663	554	1286	805	2489
HCCBG Medical (Title III)	52	261	39	176	25	360
<b>5311 Operating/5310 Operating - ROAP</b>						
ROAP - RGP - E'ville	109	806	68	424	85	529
ROAP - E&D TAP	91	507	43	315	79	582
5310 - Operations - Green River	32	392	54	503	72	635
ROAP - Work First	47	311	56	637	42	401
<b>Contractual Transportation</b>						
H CO Medical (SameDay/NextDay)	2	17	5	29	15	136
Vocational Solutions	242	1562	204	1251	279	1683
Medicaid (Future)	70	616	50	374	31	312

**Activities:**

2/1	Medicaid Broker Meeting
2/6	NCPTA Conference Kick Off
2/8	IMD Monthly
2/9	WNCSource Board Meeting
2/10	JFP Transit Consultant Meeting
2/13	Submit Annual FTA Drug and Alcohol Report
2/14	Senior Staff Meeting
2/16	Quarterly TAB Meeting / ADA Guru Training
2/22	NCPTA Monthly Meeting
2/24	County Transit Meeting
2/28	Submit Non=Profit Grant FY24

\* Abbreviation key on last page

WNCSource Transportation is finishing its work with JFP Transit Consultant Group. The work has been fruitful and we have made changes to our paratransit billing procedures that is already yielding results. This work will enable us to cut deficits in the delivery of paratransit services. We have completed our restructuring of the transportation department by hiring an Operations Manager to replace our Assistant Director. Marvin Holbert was chosen for this job. He has been a transit driver for our agency for 20 years and brings a wealth of experience to the table for us. We are in the process of trying to hire a transit driver to replace Marvin and we are advertising for two van positions to increase our capacity for contract and community transportation. The transportation department has worked hard in many areas to increase our efficiency and service to the citizens of our community.

**Facilities & Safety Department Report**  
**Tim Camp, Director**  
**February 2023**

**Maintenance Highlights:**

**Columbus Children’s Center (New):**

The site work plans have been completed by Odom Engineering. The civil work (grading, plumbing, sewer, sidewalks, etc.) have gone out for bid. The architect team, including the structural and electrical engineers, are in the final phases of completing the plans. Odom Engineering has marked the location of the new sewer lines. The city contractor has been informed of the marking of the lines. The contractor has ordered materials and will be installing the new sewer lines.

**Tebeau Children's Center:**

We have been working very closely with children's service to finalize necessary improvements to meet licensing requirements to open the center. This includes playground maintenance along with shelving and other safety improvements.

**All Locations:**

Our maintenance team is implementing a preventive maintenance campaign in all locations. We are looking at basic wear and tear items, safety items, and proactive inspection and maintenance scheduling. Examples include, but are not limited to, vents, ceilings, lighting, doors, all safety equipment, fencing around playgrounds, lighting, gates, etc.

**Safety Highlights:**

Our safety team continues to focus on reducing trips, slips and falls. We have completed additional walk-throughs at all WNCSource locations. As a result we have removed several items from buildings and playgrounds, cut or removed roots, removed or relocated rocks, added mulch, rearranged furniture, and pressure washed walking areas.

Date	New Work Orders	Closed Work Orders
2/1/23 – 2/24/23	211	213

Deb Haight, Director of Community Services for Transylvania County					January 2023		
<b>SENIOR NUTRITION PROGRAM</b>					<b>No. Volunteers</b>	<b>No. Volunteer Hours</b>	
13	Participants/Silvermont Lunch Plus	156	Meals Served	3	24		
25	Participants/Quebec Lunch Plus	438	Meals Served	4	10		
18	Participants receiving Mobile Meals	336	Meals Delivered				
16	Families at MANNA Food Distribution	20	Individuals Served	Quebec # Food Box Clients		1	
46	Total Ensure Clients ( 4 Total under 60)	528	Total Ensure Meals	Quebec # Box Meals		14	
				Mobile # Food Box Clients		2	
504	Ensure Meals >60	24	Ensure Meals <60	Mobile # Box Meals		28	
				SOC # Food Box Meals		0	
2	New Ensure Clients		New Congregate Clients				
0	New Mobile Meals Clients	4	Referrals				
<b>SECTION 8 HOUSING</b>		<b>HEAD START</b>		<b>Tiger Town</b>		<b>Bargain Hendo</b>	
12	Inquiries		Inquiries	Net Sales	\$3,928.60	Net Sales	\$9,802.70
19	Applications		Apps Taken	Volunteer Hrs.	135	Volunteer Hrs.	181.5
8	Applicant Inquiries		Updates	# Volunteers	14	# Volunteers	12
		Homeless Preference		78	HDM Clients		
7	Client Updates		101	HDM Food boxes distributed = 735 meals			
<b>REFERRALS</b>							
	AARP Tax Assistance	2	On Track				
	Anchor Baptist Food Pantry	18	Other Housing Programs				
	AARP Tax Service	6	Pisgah Legal/Legal Aid				
3	Blue Ridge Community Health Services		Red Cross				
21	Bread of Life		RSVP				
	Brevard Recovery Education Center	3	SAFE				
1	Child Find		Salvation Army				
	Congregate (Lunch Plus)		Self Sufficiency/Janirve				
10	County Transportation		Services for Deaf/Hard of Hearing				
	CRC	17	Sharing House				
10	DSS		Sheriff's Department				
1	Emergency Assistance Inquiries		SHIIP				
	Family Place	2	Silvermont Opportunity Center				
11	Food Stamps		Smart Start				
	Fresh Start		Social Security Administration				
	Goodwill		STEP WNC				
8	Haven		T Co Senior Services Directory				
	Head Start/NCPReK	21	Tiger Town				
	Joblink/ESC		TRAIN				
	Liquid Nutrition Program (Ensure)		Transylvania Bapt. Assoc./Ramp ministry				
	Manna	16	United Way 211				
1	Meals on Wheels (Brevard)		Veteran's Affairs				
	Medicaid/Health Choice		Vocational Rehabilitation				
	Memory Care		WAP				
9	Meridian		WIC/Baby Love				
	NC Cooperative Extension	3	Workfirst				
<b>WCCA REPRESENTATIONS</b>							
January	Coordinate work on various projects for Bargain Hendo & Tiger Town						Deb Haight
January	Submit various grants, reports & budgets						Deb Haight
Jan. 10	Participate in agency safety committee meeting						Deb Haight
Jan. 17	Participate in agency safety committee meeting						Deb Haight
Jan. 19	Participate in Senior Staff Meeting						Deb Haight
Jan. 24	Meeting with representatives about shelf-stable meals						Deb Haight

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

***Month in Review:***

***Department Education:***

**Bobby Kimmons Jr.**

- 2/7 – 2/9/23 Trauma Resilient Communities Training
- 2/14/23 Well Health HRM Webinar – Captive Resources
- 2/16/23 Cobra Basics – WFG/Aurora

**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*  
**February 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:

- Updated WNCSource website Careers page with a new design. There is now a signup for our Talent Pool which adds the user to an email subscription service. Through the service, those who register will receive periodic news about the organization and employment opportunities. They will also gain access to the private Teacher’s Lounge page with Children’s Services news and resources.
- The website Transportation page now has a button which opens a new page dedicated to the Transportation Advisory Board where a calendar and all documents related to TAB will be posted as well as archived information.

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
- 70 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
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