

COMBINED PROGRAM DIRECTOR'S REPORT

Housing Department - Henderson & Transylvania Counties

Robert Hooper, Director of Housing

	December	January	February
Units under lease on the 1st day of the month	604	606	599
Incoming Portable vouchers administered	1	1	1
Outgoing Portable vouchers	4	4	4
VASH vouchers leased	4	4	4
NED vouchers leased	30	30	30
Total vouchers issued	8	10	15
Henderson County	4	8	14
Transylvania County	4	2	1
Total Outstanding vouchers	43	35	33
Henderson County	34	28	26
Transylvania County	9	7	7
Combined County Success Rate – 12 month	46%	46%	46%
Henderson County	47%	47%	47%
Transylvania County	41%	41%	41%
Families terminated from HCV program	4	7	8
Administrative terminations	1	3	0
New HAP contracts processed	5	6	10
Annual recertification's processed	42	37	35
Interim recertification's processed	25	11	67
Rent payments abated	3	4	2
Total Families on Waiting List	719	719	735
Henderson County	601	602	614
Transylvania County	118	109	121
Total # of Family Self-Sufficiency Participants	34	34	32
FSS participant's contributing to escrow	19	19	21
FSS Program "Graduates" - Total	134	136	136
HCV Homeownership participants	8	8	8
HQS Inspections performed	66	49	71

Transportation Department – Henderson County
Jeff Roper, Transportation Director

	December		January		February	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	5588	14094	5808	14150	551	13476
Para Transit	215	791	253	972	192	742
HCCBG						
HCCBG General (shopping/mealsite)	554	1286	805	2489	942	2541
HCCBG Medical (Title III)	39	176	25	360	31	144
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	68	424	85	529	73	385
ROAP - E&D TAP	43	315	79	582	62	517
5310 - Operations - Green River	54	503	72	635	57	532
ROAP - Work First	56	637	42	401	123	872
Contractual Transportation						
H CO Medical (SameDay/NextDay)	5	29	15	136	26	87
Vocational Solutions	204	1251	279	1683	226	987
ModivCare (Medicaid)	50	374	31	312	11	101
SafeRide (Medicare)					25	255

Activities:

3/1	Senior Staff Meeting
3/2	County Transit Driver Meetings
3/8	Dan Mayes Morrow Insurance Meeting / Monthly IMD
3/9	Driver Interview
3/10	Consultant Meeting
3/15	Senior Staff
3/21	Grant Training and Driver Interview
3/22	Grant Training
3/28	Transportation Volunteer Orientation
3/30	Driver Interview
3/31	Driver Interviews

* Abbreviation key on last page

We have definitely seen an increase in the demand for our transportation services over the last two months. Warm weather, lessening worries about COVID, and successful community outreach are to blame. We are glad things appear to be getting back to normal and are grateful to be taking care of folks in our community. With this increase in demand it has been necessary for us to add to our staple of high quality drivers and we have had some success. In the next two weeks, we should have filled all of our positions and be operating at full capacity. Richard Reagan is also volunteering in our office when needed. We are grateful for his offer to help us out and he has been a great addition to our office staff. Thank you Richard. Lastly, we have started our Passenger Assistance Sensitivity and Safety training for all staff members. This is required high quality training that will certify all staff for two years.

Facilities & Safety Department Report
Tim Camp, Director
March 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 been bid and awarded. A contract is underway and we expect it to be completed soon. The architect team, including the structural and electrical engineers, have completed the plans. The bid will be published in early April. Odom Engineering has marked the new locations of the new sewer lines that we were required to move. The city contractor has been informed of the marking of the new locations. The contractor has ordered materials and will be installing the new sewer lines.

Tebeau Children's Center:

Our new shade structures have been installed at our Tebeau Children’s Center. We are working with Children's Services and the vendor to install the remainder of the playground equipment.

King Creek & Etowah Children’s Center:

Our maintenance team has been making sheetrock repairs, replacements, and painting in multiple locations around the buildings as needed.

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 noted and addressed new concerns:

- We have floated the sidewalk to reduce the tripping hazard at King Creek. We know this is a temporary fix and we will address it again in the future.
- Walkways at Hillview and Etowah have been pressure washed to eliminate slick surfaces.
- Slip resistant paint has been added to the side ramp at Etowah, the entrance ramp at Bruce Drysdale, and will be added to the ramps at Hillview.
- Loose stair rails at Tiger Town have been replaced and repaired.

During this month's Safety Committee meeting, we presented the “Fatigue at Work and on the Road can be Deadly” training. This included causes and consequences of employee fatigue.

Date	New Work Orders	Closed Work Orders
3/1/23 – 3/31/23	71	76

Deb Haight, Director of Community Services for Transylvania County					February 2023	
SENIOR NUTRITION PROGRAM						
				No. Volunteers	No. Volunteer Hours	
13	Participants/Silvermont Lunch Plus	160	Meals Served	8	18	
24	Participants/Quebec Lunch Plus	362	Meals Served	8	14	
16	Participants receiving Mobile Meals	315	Meals Delivered			
16	Families at MANNA Food Distribution	20	Individuals Served	Quebec Food Box Clients		1
				Quebec Box Meals		14
46	Total Ensure Clients (5 Total under 60)	516	Total Ensure Meals	Mobile Food Box Clients		2
				Mobile Box Meals		28
444	Ensure Meals >60	72	Ensure Meals <60	SOC Food Box Meals		0
0	New Ensure Clients	0	New Congregate Clients			
0	New Mobile Meals Clients	5	Referrals	# Personal Hygiene Clients		24
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo
	Inquiries		Inquiries	Net Sales	\$4,068.19	Net Sales \$9,739.46
	Applications		Apps Taken	Volunteer Hrs.	180	Volunteer Hrs. 124.50
	Applicant Inquiries		Updates	# Volunteers	11	# Volunteers 10
	Homeless Preference		77	HDM Clients		
	Client Updates		104	HDM Food boxes distributed = 728 meals		
REFERRALS						
	AARP Tax Assistance	2	On Track			
10	Anchor Baptist Food Pantry	14	Other Housing Programs			
	AARP Tax Service	3	Pisgah Legal/Legal Aid			
	Boys & Girls Club		Red Cross			
12	Bread of Life		RSVP			
	Brevard Recovery Education Center	2	SAFE			
3	Child Care Subsidy	12	Salvation Army			
	Congregate (Lunch Plus)		Self Sufficiency/Janirve			
4	County Transportation		Services for Deaf/Hard of Hearing			
	CRC	10	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			
4	Haven		T Co Senior Services Directory			
	Head Start/NCPreK	15	Tiger Town			
	Joblink/ESC		TRAIN			
	Liquid Nutrition Program (Ensure)		Transylvania Bapt. Assoc./Ramp ministry			
2	Manna	12	United Way 211			
	Meals on Wheels (Brevard)		Veteran's Affairs			
	Medicaid/Health Choice		Vocational Rehabilitation			
	Memory Care		WAP			
	Meridian		WIC/Baby Love			
	NC Cooperative Extension		Workfirst			
WCCA REPRESENTATIONS						
February	Coordinate work on various projects for Bargain Hendo and Tiger Town					Deb Haight
February	Submit various grants, reports and budgets					Deb Haight
Feb. 7 th	Participate in HCCBG and ARPA monitoring with the Land of Sky representative					Deb Haight
Feb. 16 th	Participate in Transylvania County Agency Meeting					Deb Haight
Feb. 28 th	Budget Meeting					Deb Haight

Bobby Kimmons, Vice President Human Resources
March 2023

Month in Review:

Department Education:

Bobby Kimmons Jr.

- Diversity and Employee Mental Health – SHRM

Jillian Boyd

- 11/10/2021 started her MBA-HRM

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

- The information technology department has no major news or updates to share at this time.

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 Ipad
- 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