

COMBINED PROGRAM DIRECTOR'S REPORT

Housing Department - Henderson & Transylvania Counties

Robert Hooper, Director of Housing

	January	February	March
Units under lease on the 1st day of the month	606	599	600
Incoming Portable vouchers administered	1	1	1
Outgoing Portable vouchers	4	4	4
VASH vouchers leased	4	4	5
NED vouchers leased	30	30	30
Total vouchers issued	10	15	16
Henderson County	8	14	9
Transylvania County	2	1	7
Total Outstanding vouchers	35	33	35
Henderson County	28	26	22
Transylvania County	7	7	13
Combined County Success Rate – 12 month	46%	46%	49%
Henderson County	47%	47%	43%
Transylvania County	41%	41%	52%
Families terminated from HCV program	7	8	7
Administrative terminations	3	0	0
New HAP contracts processed	6	10	16
Annual recertification's processed	37	35	53
Interim recertification's processed	11	67	99
Rent payments abated	4	2	1
Total Families on Waiting List	719	735	771
Henderson County	602	614	644
Transylvania County	109	121	121
Total # of Family Self-Sufficiency Participants	34	32	32
FSS participant's contributing to escrow	19	21	21
FSS Program "Graduates" - Total	136	136	136
HCV Homeownership participants	8	8	8
HQS Inspections performed	49	71	88

Transportation Department – Henderson County
Jeff Roper, Transportation Director

	January		February		March	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	5808	14150	551	13476	6229	16115
Para Transit	253	972	192	742	286	1067
HCCBG						
HCCBG General (shopping/mealsite)	805	2489	942	2541	1248	3999
HCCBG Medical (Title III)	25	360	31	144	66	401
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	85	529	73	385	99	528
ROAP - E&D TAP	79	582	62	517	54	528
5310 - Operations - Green River	72	635	57	532	78	733
ROAP - Work First	42	401	123	872	125	1107
Contractual Transportation						
H CO Medical (SameDay/NextDay)	15	136	26	87	61	287
Vocational Solutions	279	1683	226	987	260	1376
ModivCare (Medicaid)	31	312	11	101	22	160
SafeRide (Medicare)			25	255	34	532

Activities:

4/3	5311 & 5310 Grants Open
4/4	UGA Training
4/5	Senior Staff meeting
4/13	HCCBG Monitoring Visit
4/17	Transportation Staff Meeting
4/18	Senior Staff meeting
4/26	Transportation Department Safety Training
4/27	Transportation Scheduling Consultant Close out

* Abbreviation key on last page

It has been a great month for the transportation department. We have hired one CDL driver who comes to us with 10 years of transit driving experience. We have also hired one intermittent van driver and will be hiring one part time and one full time van driver. Our HCCBG onsite review and monitoring session went very well. The 5311 and 5310 FY25 grants have opened and our office has started working on the pre-application phase for these grants. For the third year in a row, WNCSource has been awarded the NCPTA Safety Award for the Small urban Fixed Route Category. This award comes from hard work, quality training, and having solid transit drivers operation our transit system. Finally, WNCSource transportation staff will be providing transportation services for a Blue Ridge Honor flight on April 29th. Special thanks to Bill Gibbs, the transportation Maintenance Coordinator for his role in planning and organizing our department for this special event.

Deb Haight, Director of Community Services for Transylvania County					March 2023		
SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours		
14	Participants/Silvermont Lunch Plus	193	Meals Served	4	18		
20	Participants/Quebec Lunch Plus	378	Meals Served	4	12		
16	Participants receiving Mobile Meals	341	Meals Delivered				
0	Families at MANNA Food Distribution	0	Individuals Served	Quebec Food Box Clients		2	
				Quebec Box Meals		28	
45	Total Ensure Clients (5) Total under 60	612	Total Ensure Meals	Mobile Food Box Clients		4	
				Mobile Box Meals		42	
588	Ensure Meals >60	24	Ensure Meals <60	SOC Food Box Meals		0	
0	New Ensure Clients	0	New Congregate Clients				
0	New Mobile Meals Clients		Referrals	# Personal Hygiene Clients			
SECTION 8 HOUSING		HEAD START	Tiger Town		Bargain Hendo		
9	Inquiries		Inquiries	Net Sales	\$4,341.29	Net Sales	\$9,998.10
10	Applications		Apps Taken	Volunteer Hrs.	227.5	Volunteer Hrs.	
5	Applicant Inquiries		Updates	# Volunteers	15	# Volunteers	
	Homeless Preference		83	HDM Clients			
4	Client Updates		114	HDM Food boxes distributed = 798 meals			
REFERRALS							
	AARP Tax Assistance	12	Other Housing Programs				
9	Anchor Baptist Food Pantry	9	Pisgah Legal/Legal Aid				
	AARP Tax Service	3	Quebec LP				
2	Boys & Girls Club		Red Cross				
13	Bread of Life		RSVP				
	Brevard Recovery Education Center	3	SAFE				
3	Child Care Subsidy	11	Salvation Army				
	Congregate (Lunch Plus)		Self Sufficiency/Janirve				
11	County Transportation		Services for Deaf/Hard of Hearing				
	CRC	16	Sharing House				
19	DSS		Sheriff's Department				
1	Emergency Assistance Inquiries		SHIP				
4	Family Place		Silvermont Opportunity Center				
10	Food Stamps		Smart Start				
	Fresh Start		Social Security Administration				
	Goodwill		STEP WNC				
8	Haven		T Co Senior Services Directory				
2	Habitat	18	Tiger Town				
1	HAC		TRAIN				
3	Head Start/NCPReK		Transylvania Bapt. Assoc./Ramp ministry				
2	Mobile Meals	21	United Way 211				
	Medicaid/Health Choice		Veteran's Affairs				
	Memory Care		Vocational Rehabilitation				
4	Meridian		WAP				
	NC Cooperative Extension		WIC/Baby Love				
2	On Track	2	Workfirst				
WNCSource REPRESENTATIONS							
March	Coordinate work on various projects for Bargain Hendo & Tiger Town						Deb Haight
March	Submit various grants, reports and budgets						Deb Haight
March	Interview potential replacements for Bargain Hendo manager position						Deb Haight
March 1	Participate in Senior Staff Meeting						Deb Haight
March 6	Participate in Transylvania County Council on Aging Meeting						Deb Haight
March 14	Participate in an agency safety meeting						Deb Haight
March 29 & 30	Budget Meetings						Deb Haight

Facilities & Safety Department Report
Tim Camp, Director
March 2023

Maintenance Highlights:

Columbus Children’s Center (New):

A pre-construction meeting was held this week with Odom Engineering and Sugar Hill Contractors in preparation for the start of the civil work (grading, plumbing, sewer, sidewalks, etc.). The bid for the construction of the new Columbus Center will close May 1st. A team will review and award bids at that time. The civil work is scheduled to start in the beginning of May.

Tebeau Children's Center:

We are working with Children’s Services and the vendor to install the remainder of the playground equipment. Installation is scheduled to begin the first week of May.

King Creek & Etowah Children’s Center:

We are happy to report the installation of the new roof at the King Creek Center has been completed. This was a much needed capital improvement due to multiple roof leaks.

Safety Highlights:

This month our safety team performed, SOP training and door management training for all of our transportation staff and all front office personnel at our King Creek Main Office. There was a focus on active shooter response and prevention, along with fire and all possible natural disasters. Door management training focused on controlling who enters the buildings, danger signs to be aware of, and door usage to eliminate tailgaters.

Slip resistant paint has been added to all ramps at our Hillview Children's Center.

Date	New Work Orders	Closed Work Orders
4/1/23 – 4/28/23	66	55

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
April 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 removed all IT related equipment from the Main St. Children's Center.
- We are installing new networking and video recording hardware at the recently reopened Fletcher Children's Center.
- We have purchased new networking equipment to upgrade and expand Wi-Fi coverage at many sites.
- We are purchasing 40+ additional iPads for teacher classroom use.

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 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

Bobby Kimmons, Vice President Human Resources
April 2023

Month in Review:

- Samantha “Sammy” Elkins was hired as our new Bilingual Employee Engagement Specialist
- Completed 8 Job Fairs

Department Education:

Bobby Kimmons Jr.

- ICW Class – Beat the Heat & Keep Cool: 10 Steps to Prevent Outdoor Heat Illness

Jillian Boyd

- 11/10/2021 started her MBA-HRM
10 MBA Classes completed – Started 11th Class 4/26/23

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