

COMBINED PROGRAM DIRECTOR'S REPORT

Housing Department - Henderson & Transylvania Counties

Robert Hooper, Director of Housing

	February	March	April
Units under lease on the 1st day of the month	599	600	612
Incoming Portable vouchers administered	1	1	6
Outgoing Portable vouchers	4	4	4
VASH vouchers leased	4	5	5
NED vouchers leased	30	30	30
Total vouchers issued	15	16	5
Henderson County	14	9	5
Transylvania County	1	7	0
Total Outstanding vouchers	33	35	36
Henderson County	26	22	24
Transylvania County	7	13	12
Combined County Success Rate – 12 month	46%	49%	51%
Henderson County	47%	43%	52%
Transylvania County	41%	52%	45%
Families terminated from HCV program	8	7	2
Administrative terminations	0	0	0
New HAP contracts processed	10	16	3
Annual recertification's processed	35	53	42
Interim recertification's processed	67	99	24
Rent payments abated	2	1	2
Total Families on Waiting List	735	771	763
Henderson County	614	644	646
Transylvania County	121	121	117
Total # of Family Self-Sufficiency Participants	32	32	32
FSS participant's contributing to escrow	21	21	20
FSS Program "Graduates" - Total	136	136	136
HCV Homeownership participants	8	8	7
HQS Inspections performed	71	88	63

Transportation Department – Henderson County
Jeff Roper, Transportation Director

	February		March		April	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	551	13476	551	13476	5450	12802
Para Transit	192	742	192	742	238	834
HCCBG						
HCCBG General (shopping/mealsite)	942	2541	942	2541	1089	3536
HCCBG Medical (Title III)	31	144	31	144	29	269
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	73	385	73	385	72	457
ROAP - E&D TAP	62	517	62	517	62	583
5310 - Operations - Green River	57	532	57	532	52	485
ROAP - Work First	123	872	123	872	99	815
Contractual Transportation						
H CO Medical (SameDay/NextDay)	26	87	26	87	56	555
Vocational Solutions	226	987	226	987	198	1150
ModivCare (Medicaid)	11	101	11	101	41	449
SafeRide (Medicare)	25	255	25	255	18	391

Activities:

5/3	Transportation Staff Meeting
5/4	Senior Staff Meeting / Grant Meeting with Brandi Claybrooks
5/10	IMD
5/15	Regional Transit Planning Meeting
5/18	Quarterly TAB Meeting
5/30	Transportation Staff Meeting
5/31	Monthly Financial Meeting

* Abbreviation key on last page

With the addition of new drivers in the transportation department, we have been able to add three new routes. We have added one meal site route, one Sammy Williams's route and one Hope Academy route. We have also been able to increase our Medicaid and Medicare transportation because of the additional drivers. On May 18th we conducted our quarterly TAB meeting. Lastly, in the month of June we will resume some of the required driver training.

Deb Haight, Director of Community Services for Transylvania County					April 2023		
SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours		
14	Participants/Silvermont Lunch Plus	167	Meals Served	3	24		
16	Participants/Quebec Lunch Plus	274	Meals Served	6	35		
15	Participants receiving Mobile Meals	190	Meals Delivered				
0	Families at MANNA Food Distribution	0	Individuals Served	Quebec Food Box Clients		2	
				Quebec Box Meals		28	
47	Total Ensure Clients (5 Total under 60)	588	Total Ensure Meals	Mobile Food Box Clients		1	
				Mobile Box Meals		7	
516	Ensure Meals >60	72	Ensure Meals <60	SOC Food Box Meals		0	
1	New Ensure Clients	0	New Congregate Clients				
0	New Mobile Meals Clients	2	Referrals	# Personal Hygiene Clients		49	
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
8	Inquiries		Inquiries	Net Sales	\$4,442.74	Net Sales	\$7,266.72
12	Applications		Apps Taken	Volunteer Hrs.	141.0	Volunteer Hrs.	150.0
5	Applicant Inquiries		Updates	# Volunteers	14	# Volunteers	11
1	Homeless Preference		85	HDM Clients			
3	Client Updates		36	HDM Food boxes distributed = 672 meals			
REFERRALS							
1	AARP Tax Assistance		3	On Track			
14	Anchor Baptist Food Pantry		16	Other Housing Programs			
1	Blue Ridge Health		5	Pisgah Legal/Legal Aid			
3	Boys & Girls Club			Red Cross			
17	Bread of Life			RSVP			
	Brevard Recovery Education Center		6	SAFE			
	Child Care Subsidy		8	Salvation Army			
5	Congregate (Lunch Plus)			Self Sufficiency/Janirve			
12	County Transportation			Services for Deaf/Hard of Hearing			
	CRC		10	Sharing House			
17	DSS			Sheriff's Department			
1	Emergency Assistance Inquiries			SHIP			
10	Family Place			Silvermont Opportunity Center			
10	Food Stamps			Smart Start			
	Fresh Start			Social Security Administration			
	Goodwill			STEP WNC			
12	Haven			T Co Senior Services Directory			
	Head Start/NCPReK		18	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			
2	Meridian			WIC/Baby Love			
	NC Cooperative Extension			Workfirst			
WNCSource REPRESENTATIONS							
April	Coordinate work on various projects for Bargain Hendo and Tiger Town						Deb Haight
April	Submit various grants, reports and budgets						Deb Haight
April	Provide training and direction for the new Bargain Hendo manager						Deb Haight
April 5th and 18th	Participate in a Senior Staff Meeting						Deb Haight
April 11th	Participate in an agency safety meeting and training						Deb Haight
April 18th	Meeting with new staff member to discuss funding needs						Deb Haight

Facilities & Safety Department Report
Tim Camp, Director
May 2023

Maintenance Highlights:

Columbus Children’s Center (New):

The relocation of the city’s sewer lines that previously ran through the center of the property has been completed. The contractor has begun the civil work on the site. Dunlap Construction Company in Hendersonville has been awarded the contract to construct the new center. We are currently working with Dunlap to value engineer the building.

Tebeau Children's Center:

The installation of the playground equipment has been completed. The contractor is scheduled to start installing the new dry rock riverbed and the paving of the lower parking lot in the next two weeks.

Etowah Children’s Center:

The installation of the playground equipment has been completed.

7th Ave:

Two new lavatories have been installed to replace previous ones that were leaking and could not be repaired. Floor damage due to water leakage has been repaired and replaced.

Safety Highlights:

This month our safety team completed SOP training and door management training for all of our transportation staff. 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

Date	New Work Orders	Closed Work Orders
5/1/23 – 5/25/23	64	71

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
May 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 have upgraded and expanded Wi-Fi coverage at Tebeau St. and Sugar Hill.
- We are purchasing 40 new laptops to replace aging laptops in the Children’s Services department.
- We are installing new networking and video recording hardware at the recently reopened Fletcher Children’s Center.

The WNCSource Information Systems department provides support to all staff and we maintain the following equipment:

Scope of Technology Hardware:

- 3 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
May 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