

WNCSource CEO Report

May 11, 2023

Increased Nonemergency Medical Transportation Capacity and Trips

WNCSource transportation has been working to increase our participation in Nonemergency Medical Transportation (NEMT). Part of Medicaid transformation in North Carolina was to take the responsibility for Medicaid Transportation away from county governments and instead use state wide brokers. WNCSource has been working with one of the brokers, ModivCare, since late 2021. To this point in fiscal year 2022-23 WNCSource has provided over 1200 NEMT trips. This is a fifteen percent increase over this time last year.

Recently WNCSource has been working with JF Public Transit Consultants to improve scheduling of paratransit and NEMT. We also realized that in order to increase NEMT trips we needed more vehicles and drivers. We have received new vehicles through grants from the Sisters of Mercy and the Healthy Opportunities Program. In the last two months we have added two drivers to provide NEMT trips. We are in the process of hiring two more.

These efforts are leading to reliable, safe and affordable transportation to medical appointments for more passengers in Henderson County. This is of course a team effort. Jeff Roper, Transportation Director, works everyday with the goal of providing increased transportation services to as many Henderson County residents as possible. Bonnie Wilson schedules the trips and provides a wealth of information on how many trips we are providing under each program. Erin Outlaw, WNCSource Controller, works closely with the Transportation Department on procurement and budgeting. Terri Bowman writes grants for vehicles and services. Ibby Whitten keeps us all mindful of economies of scale to make NEMT profitable for WNCSource.

English Hills and English House Update

WNCSource and Mosaic, our partner in English Hills and English House apartments in Brevard, are working out the final details for WNCSource to become the sole owner of the property. It looks like we may be able to close on the purchase by the end of June. We are currently working on having the property appraised. Lawyers for both organizations are finalizing the purchase agreement. WNCSource will have a due diligence period before we move forward. We will let you know more when the purchase agreement is ready.

Upcoming Opportunities for Board Participation

Getting to know some of the great staff at WNCSource is important to your work as a Board member. A fun way to do that is to attend staff and Board appreciation events. Two events this Spring and Summer are the agency picnic and Asheville Tourists ballgame:

- WNCSource picnic Friday, May 26 at noon at the Kanuga Conference Lake Pavillion
- Asheville Tourists at McCormick Field 6:00 PM Friday, July 14

There will be food and refreshments at both events. WNCSource transportation will run a van from the agency administrative building for the Tourist game. Please let Kim Hall know if you plan to attend the picnic and/or the Tourists' game.