

## COMBINED PROGRAM DIRECTOR'S REPORT

### Housing Department - Henderson & Transylvania Counties

*Robert Hooper, Director of Housing*

	March	April	May
<b>Units under lease on the 1<sup>st</sup> day of the month</b>	600	612	611
Incoming Portable vouchers administered	1	6	6
Outgoing Portable vouchers	4	4	5
VASH vouchers leased	5	5	5
NED vouchers leased	30	30	30
<b>Total vouchers issued</b>	16	5	8
Henderson County	9	5	6
Transylvania County	7	0	2
<b>Total Outstanding vouchers</b>	35	36	32
Henderson County	22	24	21
Transylvania County	13	12	11
<b>Combined County Success Rate – 12 month</b>	49%	51%	50%
Henderson County	43%	52%	50%
Transylvania County	52%	45%	50%
Families terminated from HCV program	7	2	6
Administrative terminations	0	0	1
New HAP contracts processed	16	3	5
Annual recertification's processed	53	42	42
Interim recertification's processed	99	24	26
Rent payments abated	1	2	2
<b>Total Families on Waiting List</b>	771	763	729
Henderson County	644	646	606
Transylvania County	121	117	123
<b>Total # of Family Self-Sufficiency Participants</b>	32	32	27
FSS participant's contributing to escrow	21	20	15
FSS Program "Graduates" - Total	136	136	136
HCV Homeownership participants	8	7	7
HQS Inspections performed	88	63	85

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

	March		April		May	
	Trips	Miles	Trips	Miles	Trips	Miles
<b>Transit</b>						
Transit	551	13476	5450	12802	5942	14798
Para Transit	192	742	238	834	243	900
<b>HCCBG</b>						
HCCBG General (shopping/mealsite)	942	2541	1089	3536	1320	2646
HCCBG Medical (Title III)	31	144	29	269	61	403
<b>5311 Operating/5310 Operating - ROAP</b>						
ROAP - RGP - E'ville	73	385	72	457	73	352
ROAP - E&D TAP	62	517	62	583	316	3400
5310 - Operations - Green River	57	532	52	485	42	306
ROAP - Work First	123	872	99	815	178	1409
<b>Contractual Transportation</b>						
H CO Medical (SameDay/NextDay)	26	87	56	555	42	219
Vocational Solutions	226	987	198	1150	188	1157
ModivCare (Medicaid)	11	101	41	449	22	110
SafeRide (Medicare)	25	255	18	391	47	521
Healthy Opportunities Pilot (HOP)					3	9

**Activities:**

6/1	Grant Planning with Brandi Claybooks (NCDOT)
6/2	Media Photo for Safety Award
6/6	Aging Provider Luncheon
6/7	NCPTA ModivCare Roundtable
6/9	WTZQ Meeting
6/13	Staff Fire Extinguisher Training
6/14	IMD Monthly Call
6/15	County Transit Meeting
6/19	Transportation Local Stakeholder Meeting
6/21	Senior Staff
6/22	WHKP Meeting
6/27	Transportation Staff Meeting
6/28	NCPTA Monthly Meeting

\* Abbreviation key on last page

June has been a great month for the transportation department. We are not providing more trips than we did pre-Covid. In next month's report, I will provide year-end numbers for ridership and trips as our fiscal year comes to a close this month. Our new hires are doing a great job for us and we have hired a part time office assistant to help with the increased workload. We will begin phase two of the 5310 and 5311 grants on July 2<sup>nd</sup>. This is the submission phase and runs through October 2<sup>nd</sup>. We will have a public hearing for these two grants at the August Board meeting.

Deb Haight, Director of Community Services for Transylvania County						May 2023	
<b>SENIOR NUTRITION PROGRAM</b>				No. Volunteers	No. Volunteer Hours		
15	Participants/Silvermont Lunch Plus	173	Meals Served	3	18		
17	Participants/Quebec Lunch Plus	303	Meals Served	4	12		
11	Participants receiving Mobile Meals	210	Meals Delivered				
0	Families at MANNA Food Distribution	0	Individuals Served	Quebec Food Box Clients			
				Quebec Box Meals			
46	Total Ensure Clients ( 5 ) Total under 60)	588	Total Ensure Meals	Mobile Food Box Clients		1	
				Mobile Box Meals		14	
468	Ensure Meals >60	120	Ensure Meals <60	SOC Food Box Meals			
0	New Ensure Clients	0	New Congregate Clients				
0	New Mobile Meals Clients	2	Referrals	# Personal Hygiene Clients			
<b>SECTION 8 HOUSING</b>		<b>HEAD START</b>		<b>Tiger Town</b>		<b>Bargain Hendo</b>	
6	Inquiries	4	Inquiries	Net Sales	\$4,811.31	Net Sales	\$8,479.25
15	Applications		Apps Taken	Volunteer Hrs.	183	Volunteer Hrs.	47.50
8	Applicant Inquiries		Updates	# Volunteers	12	# Volunteers	6
	Homeless Preference		85	HDM Clients			
2	Client Updates		75	HDM Food boxes distributed = 525 meals			
<b>REFERRALS</b>							
	AARP Tax Service	2	On Track				
8	Anchor Baptist Food Pantry	14	Other Housing Programs				
1	Boys & Girls Club	4	Pisgah Legal/Legal Aid				
13	Bread of Life		Red Cross				
	Brevard Recovery Education Center		RSVP				
1	Child Care Subsidy	4	SAFE				
	Congregate (Lunch Plus)	5	Salvation Army				
9	County Transportation		Self Sufficiency/Janirve				
	CRC		Services for Deaf/Hard of Hearing				
15	DSS	10	Sharing House				
	Emergency Assistance Inquiries		Sheriff's Department				
3	Family Place		SHIIP				
8	Food Stamps		Silvermont Opportunity Center				
	Fresh Start		Smart Start				
	Goodwill		Social Security Administration				
7	Haven		STEP WNC				
1	Head Start/NCPReK		T Co Senior Services Directory				
	Joblink/ESC	20	Tiger Town				
	Liquid Nutrition Program (Ensure)		TRAIN				
	Manna		Transylvania Bapt. Assoc./Ramp ministry				
	Meals on Wheels (Brevard)	13	United Way 211				
	Medicaid/Health Choice		Veteran's Affairs				
	Memory Care		Vocational Rehabilitation				
	Meridian		WAP				
	NC Cooperative Extension		WIC/Baby Love				
			Workfirst				
<b>WNCSource REPRESENTATIONS</b>							
May	Coordinate work on various projects for Bargain Hendo and Tiger Town						Deb Haight
May	Submit various grants, reports and budgets						Deb Haight
May	Provide training and direction for the new Bargain Hendo manager						Deb Haight
May 4 <sup>th</sup> & 24 <sup>th</sup>	Participate in a Senior Staff Meeting						Deb Haight
May 9 <sup>th</sup>	Participate in an agency safety meeting						Deb Haight

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

**Maintenance Highlights:**

**Columbus Children’s Center (New):**

The contractor has almost completed the installation of a new storm water system. Once complete they will start grading for the foundation of the new building and parking lots. During this process with the help of the geotechnical engineers, we will determine the status of the ground and if additional remediation is necessary. We are expecting this to be the case. I worked with Dunlap Construction Company to reduce construction costs, resulting in approximately \$114,000.00 in savings for the new center.

**Tebeau Children's Center:**

The installation of the new employee parking lot is almost complete. The new asphalt has been added and is currently curing. After curing, the project will be completed.

**King Creek Children’s Center:**

The installation of the playground equipment has been completed.

**Safety Highlights:**

This month our safety team completed the SOP train-the-trainer course for the I Love You Guys Foundation. The I Love You Guys Foundation provides SOP’s for common security language and strategies to be used in the event of an emergency. WNCSource has been using this system for over a year. Hendersonville County School District has now adopted the I Love You Guys system and allowed us to participate in one of their training sessions, enabling additional members of our team to be trained.

<b>Date</b>	<b>New Work Orders</b>	<b>Closed Work Orders</b>
6/1/23 – 6/30/23	46	42

**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 purchased 40 laptops and 40 iPads with money from a special grant to enhance classroom connectivity and productivity.
- We upgraded the switch infrastructure at the King Creek admin building using the same special grant funding. These new switches provide faster networking speeds. expanded capacity and the ability to connect newer IOT devices to our network.
- We have installed 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 11<sup>th</sup> 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