

## COMBINED PROGRAM DIRECTOR'S REPORT

### Housing Department - Henderson & Transylvania Counties *Robert Hooper, Director of Housing*

	April	May	June
<b>Units under lease on the 1<sup>st</sup> day of the month</b>	612	611	605
Incoming Portable vouchers administered	6	6	1
Outgoing Portable vouchers	4	5	4
VASH vouchers leased	5	5	5
NED vouchers leased	30	30	30
<b>Total vouchers issued</b>	5	8	2
Henderson County	5	6	0
Transylvania County	0	2	2
<b>Total Outstanding vouchers</b>	36	32	49
Henderson County	24	21	38
Transylvania County	12	11	11
<b>Combined County Success Rate – 12 month</b>	51%	50%	50%
Henderson County	52%	50%	50%
Transylvania County	45%	50%	50%
Families terminated from HCV program	2	6	1
Administrative terminations	0	1	0
New HAP contracts processed	3	5	6
Annual recertification's processed	42	42	50
Interim recertification's processed	24	26	21
Rent payments abated	2	2	17
<b>Total Families on Waiting List</b>	763	729	778
Henderson County	646	606	654
Transylvania County	117	123	124
<b>Total # of Family Self-Sufficiency Participants</b>	32	27	26
FSS participant's contributing to escrow	20	15	15
FSS Program "Graduates" - Total	136	136	136
HCV Homeownership participants	7	7	7
HQS Inspections performed	63	85	97

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

	April		May		June	
	Trips	Miles	Trips	Miles	Trips	Miles
<b>Transit</b>						
Transit	5450	12802	5942	14798	6375	14824
Para Transit	238	834	243	900	251	902
<b>HCCBG</b>						
HCCBG General (shopping/mealsite)	1089	3536	1320	2646	1369	2958
HCCBG Medical (Title III)	29	269	61	403	67	403
<b>5311 Operating/5310 Operating - ROAP</b>						
ROAP - RGP - E'ville	72	457	73	352	103	640
ROAP - E&D TAP	62	583	316	3400	477	4973
5310 - Operations - Green River	52	485	42	306	56	438
ROAP - Work First	99	815	178	1409	181	1340
<b>Contractual Transportation</b>						
H CO Medical (SameDay/NextDay)	56	555	42	219	0	0
Vocational Solutions	198	1150	188	1157	178	1075
ModivCare (Medicaid)	41	449	22	110	18	182
SafeRide (Medicare)	18	391	47	521	56	956
Healthy Opportunities Pilot (HOP)			3	9	2	8

**Activities:**

7/11	Grant Planning (5311, 5310) with Brandi Claybrooks	
7/12	Senior Staff	
7/13	LEPC meeting	
7/19	IMD Monthly meeting	
7/21	New Hire Safety Training	
7/24,25,27	OP Stats Training	* Abbreviation key on last page

The end of July gave the transportation department an opportunity to crunch some numbers comparing FY 22 to FY 23. Please see **comparisons table**. We have also been able to increase our capacity for service by hiring and additional seven drivers while only losing two during the past fiscal year. Of these seven drivers, three are intermittent and one is part time. With the addition of these drivers and completing our work with JF Public Transit Consultants, we have changed many of our scheduling and operating procedures. The results have truly been amazing and will be shown in the **comparison table**. Transportation employees have worked extremely hard over the past year to become a better department allowing us to provide more services to more people in our community.

	FY 22	FY 23	Notes
Community Transportation Trips	13,135	16,073	20.5% Increase
Paratransit 7/22-12/22		\$ 18,264 Loss	
Paratransit 1/23-6/23		\$6,706.00	
Paratransit Totals	\$41,467	\$11,558	Loss decreased \$29,909
<u>Included in Paratransit totals listed above:</u>			
Medicaid (ModivCare)		\$8,935	
Medicare (Saferide)		\$6,140.00	

Deb Haight, Director of Community Services for Transylvania County					June 2023	
<b>SENIOR NUTRITION PROGRAM</b>				No. Volunteers	No. Volunteer Hours	
13	Participants/Silvermont Lunch Plus	200	Meals Served	3	18	
18	Participants/Quebec Lunch Plus	317	Meals Served	6	18	
11	Participants receiving Mobile Meals	226	Meals Delivered			
0	Families at MANNA Food Distribution	0	Individuals Served	Quebec Food Box Clients		
				Quebec Box Meals		
46	Total Ensure Clients ( 4 ) Total under 60)	576	Total Ensure Meals	Mobile Food Box Clients		
				Mobile Box Meals		
480	Ensure Meals >60	96	Ensure Meals <60	SOC Food Box Meals		
3	New Ensure Clients	1	New Congregate Clients			
0	New Mobile Meals Clients	2	Referrals	# Personal Hygiene Clients		49
<b>SECTION 8 HOUSING</b>		<b>HEAD START</b>		<b>Tiger Town</b>		<b>Bargain Hendo</b>
14	Inquiries		Inquiries	Net Sales	\$5,122.66	Net Sales \$6,303.88
9	Applications		Apps Taken	Volunteer Hrs.	190	Volunteer Hrs.
6	Applicant Inquiries		Updates	# Volunteers	11	# Volunteers
2	Homeless Preference		85	HDM Clients		
4	Client Updates		60	HDM Food boxes distributed = 420 meals		
<b>REFERRALS</b>						
	AARP Tax Assistance		4	On Track		
12	Anchor Baptist / Food Pantries		13	Other Housing Programs		
2	BRCC Medical/Dental Clinic		4	Pisgah Legal/Legal Aid		
2	Boys & Girls Club			Red Cross		
13	Bread of Life			RSVP		
	Brevard Recovery Education Center		3	SAFE		
2	Child Care Subsidy		5	Salvation Army		
	Congregate (Lunch Plus)			Self Sufficiency/Janirve		
14	County Transportation		1	Services for Deaf/Hard of Hearing		
	CRC			Sharing House		
19	DSS			Sheriff's Department		
1	Emergency Assistance Inquiries			SHIIP		
2	Family Place			Silvermont Opportunity Center		
8	Food Stamps			Smart Start		
	Fresh Start			Social Security Administration		
	Goodwill		1	Habitat (formerly STEP WNC)		
13	Haven			T Co Senior Services Directory		
	Head Start/NCPReK		17	Tiger Town		
	Joblink/ESC			TRAIN		
	Liquid Nutrition Program (Ensure)		2	Transylvania Bapt. Assoc./Ramp ministry		
1	Manna		18	United Way 211		
	Meals on Wheels (Brevard)			Veteran's Affairs		
1	Medicaid/Health Choice			Vocational Rehabilitation		
	Memory Care			WAP		
3	Meridian			WIC/Baby Love		
	NC Cooperative Extension			Workfirst		
<b>WNCSource REPRESENTATIONS</b>						
June	Coordinate work on various projects for Bargain Hendo and Tiger Town					Deb Haight
June	Submit various grants, reports and budgets					Deb Haight
June	Provide training and direction for the new Bargain Hendo manager					Deb Haight
June 12 <sup>th</sup>	Participate in Transylvania County Council on Aging Meeting					Deb Haight
June 13 <sup>th</sup>	Participate in an agency safety meeting					Deb Haight
June 21 <sup>st</sup>	Participate in a Senior Staff Meeting					Deb Haight
June 21 <sup>st</sup>	Orchestrated the temporary closure of Bargain Hendo					Deb Haight
June 27 <sup>th</sup>	Participate in departmental budget meeting					Deb Haight

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

**Maintenance Highlights:**

Our maintenance team continues work on landscaping across the four counties we represent. This includes assembling outdoor equipment for the playgrounds, replacement of mulch where needed, grass cutting, cleaning gutters, and the trimming of bushes and trees. The team continues to update playgrounds to remove old equipment and to clean up other items no longer used by our students.

**Columbus Children’s Center:**

The contractor has completed excavating the area for the foundation of the new building. Next, the geotechnical engineers will review the work to ensure the depth and the status of the ground meet requirements, or if additional remediation is required. This step is necessary to ensure the ground will hold the weight of the building. Once reviewed for accuracy, they will supervise the installation of the rock and felt to ensure the work is completed correctly. Next, the contractor will start grading for the remainder of the lot, including parking lots.

**Tebeau Children's Center:**

The installation of the new employee parking lot has cured. New parking bumpers have been added. Once the new lot has been striped, the project will be completed.

**Safety Highlights:**

This month our safety team completed the SOP training for our staff at North Justice Street. We covered the standard response protocols and common security language for active shooter, natural disasters, fire, door management, etc. We covered responses at our office locations and school locations because they serve both locations and protocols are somewhat different. We also worked with staff to find a resolution with a threat made against a staff member.

<b>Date</b>	<b>New Work Orders</b>	<b>Closed Work Orders</b>
7/1/23 – 7/28/23	42	46

**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 about deployed 25% of the 40 laptops and 40 iPads purchased with money from a special grant to enhance classroom connectivity and productivity.
- We had a security analysis completed that examined our corporate network to highlight any vulnerabilities that might exist. We also had penetration testing done in addition to the analysis. No severe vulnerabilities were discovered and those minor concerns, which were reported, are being addressed.

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

**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