

COMBINED PROGRAM DIRECTOR'S REPORT

Housing Department - Henderson & Transylvania Counties

Robert Hooper, Director of Housing

	June	July	August
Units under lease on the 1st day of the month	605	611	610
Incoming Portable vouchers administered	1	1	1
Outgoing Portable vouchers	4	4	4
VASH vouchers leased	5	5	4
NED vouchers leased	30	30	30
Total vouchers issued	2	21	28
Henderson County	0	21	23
Transylvania County	2	0	5
Total Outstanding vouchers	49	56	74
Henderson County	38	48	66
Transylvania County	11	8	8
Combined County Success Rate – 12 month	50%	50%	50%
Henderson County	50%	50%	61%
Transylvania County	50%	50%	10%
Families terminated from HCV program	1	9	9
Administrative terminations	0	0	3
New HAP contracts processed	6	2	6
Annual recertification's processed	50	41	35
Interim recertification's processed	21	24	15
Rent payments abated	17	10	5
Total Families on Waiting List	778	720	757
Henderson County	654	614	631
Transylvania County	124	126	126
Total # of Family Self-Sufficiency Participants	26	19	25
FSS participant's contributing to escrow	15	15	15
FSS Program "Graduates" - Total	136	137	138
HCV Homeownership participants	7	6	6
HQS Inspections performed	97	89	71

Transportation Department – Henderson County
Jeff Roper, Transportation Director

	July		August		September	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	6177	13476	6177	13476	6335	13476
Para Transit	118	489	118	489	108	437
HCCBG						
HCCBG General (shopping/mealsite)	1190	2651	1190	2651	1422	3263
HCCBG Medical (Title III)	56	221	56	221	64	388
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	95	605	95	605	431	4042
ROAP - E&D TAP	360	3804	360	3804	0	0
5310 - Operations - Green River	38	369	38	369	176	1598
ROAP - Work First	162	1213	162	1213	0	0
Contractual Transportation						
H CO Medical (SameDay/NextDay)	3	10	3	10	29	77
Vocational Solutions	166	852	166	852	174	1074
ModivCare (Medicaid)	5	47	5	47	2	4
SafeRide (Medicare)	32	546	32	546	41	435
Healthy Opportunities Pilot (HOP)	10	59	10	59	0	0

Activities:

9/11	Henderson County Transit Meeting
6/18	Regional Transit Planning Meeting
9/20	Monthly NCPTA
9/27	Senior Staff
9/28	JF Public Transit Consultant Follow Up
9/28	County Meeting to discuss replacing Paratransit van
	* Abbreviation key on last page

Transportation Report – September 2023

Jeff Roper and Bonnie Wilson will be presenting this report at the September Board meeting.

Deb Haight, Director of Community Services for Transylvania County					August 2023	
SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours	
20	Participants/Silvermont Lunch Plus	252	Meals Served	3	18	
16	Participants/Quebec Lunch Plus	274	Meals Served	5	18	
12	Participants receiving Mobile Meals	232	Meals Delivered			
	Families at MANNA Food Distribution		Individuals Served	Quebec Food Box Clients		
				Quebec Box Meals		
32	Total Ensure Clients (5) Total under 60)	720	Total Ensure Meals	Mobile Food Box Clients		
				Mobile Box Meals		
624	Ensure Meals >60	96	Ensure Meals <60	SOC Food Box Meals		
4	New Ensure Clients		New Congregate Clients			
	New Mobile Meals Clients	2	Referrals	# Personal Hygiene Clients		
SECTION 8 HOUSING		HEAD START	Tiger Town		Bargain Hendo	
14	Inquiries		Inquiries	Net Sales	\$4,935.90	Net Sales
9	Applications		Apps Taken	Volunteer Hrs.	189	Volunteer Hrs.
8	Applicant Inquiries		Updates	# Volunteers	12	# Volunteers
	Homeless Preference		32	HDM Clients		
3	Client Updates		24	HDM Food boxes distributed = 168 meals		
REFERRALS						
	AARP Tax Assistance		2	On Track		
22	Anchor Baptist & Other Food Pantries		13	Other Housing Programs		
	AARP Tax Service		3	Pisgah Legal/Legal Aid		
	BRCC Medical/Dental Clinic			Red Cross		
	Boys & Girls Club			RSVP		
15	Bread of Life		1	SAFE		
	Child Care Subsidy			Salvation Army		
	Congregate (Lunch Plus)			Self Sufficiency/Janirve		
12	County Transportation			Services for Deaf/Hard of Hearing		
18	DSS		15	Sharing House		
	Emergency Assistance Inquiries			Sheriff's Department		
6	Family Place			SHIIP		
12	Food Stamps			Silvermont Opportunity Center		
	Fresh Start			Smart Start		
4	Goodwill			Social Security Administration		
2	Habitat			T Co Senior Services Directory		
1	Haven		15	Tiger Town		
	Head Start/NCPReK			TRAIN		
1	Hunger Coalition			Transylvania Bapt. Assoc./Ramp ministry		
	Liquid Nutrition Program (Ensure)		19	United Way 211		
	Manna			Veteran's Affairs		
	Meals on Wheels (Brevard)			Vocational Rehabilitation		
	Medicaid/Health Choice		2	WAP		
	Memory Care			WIC/Baby Love		
4	Meridian			Workfirst		
	NC Cooperative Extension					
WNCSource REPRESENTATIONS						
	Coordinate work on various projects for Bargain Hendo and Tiger Town.					Deb Haight
	Submit various grants, reports and budgets					Deb Haight
	Provide updates for Bargain Hendo staff and volunteers concerning ongoing closure of the store					Deb Haight
August 2 nd	Participate in a Senior Staff Meeting					Deb Haight
August 8 th	Participate in agency safety meeting					Deb Haight
August 8 th	Participate in Older Adult Services Networking meeting					Deb Haight
August 9 th	Participate in T. County Transportation Advisory Board meeting					Deb Haight
August 10 th	Participate in Dogwood Health Leverage Fund zoom meeting					Deb Haight
August 11 th	Participate in Mandatory Safety and Security Training					Deb Haight
August 11 th	Participate in Pisgah Health Foundation Meeting					Deb Haight

Facilities & Safety Department Report
Tim Camp, Director
September 2023

Maintenance Highlights:

Our maintenance team continues work on landscaping in all counties. This includes mulch replacement where needed, landscaping, fence repairs, and gutter cleaning. The installation of all OLE playground equipment is complete.

Columbus Children's Center:

The building contractor has completed the prep work for the footings and slab. The geotechnical engineers have reviewed and approved the preparation work. Below grade plumbing has been completed and passed state inspection. The below grade electrical is almost complete and will be inspected the first of next week. Next steps are to install rebar, stone, poly, and wire mesh, and to complete termite treatment. The slab and footers will be poured as soon as all work passes state inspection.

Safety Highlights:

This month our safety team completed the safety and maintenance walk-throughs at 23 of our locations. These inspections included all children services locations, office buildings, adult services, and thrift stores. We also completed 3rd quarter fire drills at all non-children's services locations. We reviewed the broken entrance ramp at Hillview Children's Center and determined there was no structural damage. Parts needed to make the repairs have been ordered.

Date	New Work Orders	Closed Work Orders
9/1/23 – 9/30/23	94	79

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
September 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 deployed 40 laptops and 20 iPads purchased with money from a special grant to enhance classroom connectivity and productivity. We still have 20 more iPads to deploy to classrooms to complete our CS tech upgrade round.
- We supplied technology needs to the new classroom at Edneyville Elementary School and worked with the school IT department to get special network access to accommodate our connectivity needs.
- We have helped a number of new employees with laptops, smartphones and the necessary badge access to sites across our agency.

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

Scope of Technology Hardware:

- 2 physical servers
- ~175 end user desktop PCs, laptops and tablets
- 80 smartphones | 14 4G/LTE tablets
- 81 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