

## COMBINED PROGRAM DIRECTOR'S REPORT

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

	July	August	September
<b>Units under lease on the 1<sup>st</sup> day of the month</b>	611	610	606
Incoming Portable vouchers administered	1	1	1
Outgoing Portable vouchers	4	4	4
VASH vouchers leased	5	4	5
NED vouchers leased	30	30	30
<b>Total vouchers issued</b>	21	28	26
Henderson County	21	23	20
Transylvania County	0	5	6
<b>Total Outstanding vouchers</b>	56	74	92
Henderson County	48	66	77
Transylvania County	8	8	15
<b>Combined County Success Rate – 12 month</b>	50%	50%	48
Henderson County	50%	61%	57
Transylvania County	50%	10%	16
Families terminated from HCV program	9	9	8
Administrative terminations	0	3	1
New HAP contracts processed	2	6	4
Annual recertification's processed	41	35	56
Interim recertification's processed	24	15	16
Rent payments abated	10	5	7
<b>Total Families on Waiting List</b>	720	757	602
Henderson County	614	631	483
Transylvania County	126	126	119
<b>Total # of Family Self-Sufficiency Participants</b>	19	25	26
FSS participant's contributing to escrow	15	15	17
FSS Program "Graduates" - Total	137	138	64*
HCV Homeownership participants	6	6	9
HQS Inspections performed	89	71	91

\* Correction: Previous months showed Total FSS participants. Going forward shows Graduates only.

Robert Hooper attended the WISH Collaborative meeting in Transylvania County with other staff from WNCSource. Jim Brewer and Robert Hooper met with Eric Gash where we discussed WNCSource programs in an effort to get the word out about our programs.

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

	July		August		September	
	Trips	Miles	Trips	Miles	Trips	Miles
<b>Transit</b>						
Transit	6177	13476	7159	14594	6335	13476
Para Transit	118	489	136	547	108	437
<b>HCCBG</b>						
HCCBG General (shopping/mealsite)	1190	2651	1518	3520	1422	3263
HCCBG Medical (Title III)	56	221	65	362	64	388
<b>5311 Operating/5310 Operating - ROAP</b>						
ROAP - RGP - E'ville	95	605	160	1202	431	4042
ROAP - E&D TAP	360	3804	505	5138	0	0
5310 - Operations - Green River	38	369	77	642	176	1598
ROAP - Work First	162	1213	95	850	0	0
<b>Contractual Transportation</b>						
H CO Medical (SameDay/NextDay)	3	10	5	22	29	77
Vocational Solutions	166	852	186	1049	174	1074
ModivCare (Medicaid)	5	47	4	26	2	4
SafeRide (Medicare)	32	546	32	381	41	435
Healthy Opportunities Pilot (HOP)	10	59	10	83	0	0

**Activities:**

10/3	Transportation Staff Meeting	
10/4	Monthly Budget Meeting	
10/5	United Way Grant Meeting	
10/6	FY 5310 & 5311 Grants submitted	
10/10	WHKP Advertising Meeting	
10/11	IMD Monthly Meeting / Council on Aging Meeting	
10/12	LEPC Meeting / WNCSource Board Meeting & Presentation	
10/17	WNCSource Grant Meeting	* Abbreviation key on last page

**Transportation Report – October 2023**

Marvin Holbert, WNCSource Operations Manager has completed the Passenger Assistance Sensitivity and Safety Training and is now a certified PASS trainer. He is also halfway through the North Carolina Transportation Leadership Program. He will complete the program at the end of October. Bonnie Wilson, Transportation Support Specialist has completed the Drug and Alcohol Program Management and Reasonable Suspicion Determination training and is now the transportation departments Drug and Alcohol Program Manager. In this role, she will conduct all FTA/DOT drug and Alcohol testing for the transportation department.

Deb Haight, Director of Community Services for Transylvania County					September 2023	
SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours	
19	Participants/Silvermont Lunch Plus	212	Meals Served	4	10	
17	Participants/Quebec Lunch Plus	210	Meals Served	5	18	
12	Participants receiving Mobile Meals	228	Meals Delivered			
	Families at MANNA Food Distribution		Individuals Served	Quebec Food Box Clients		5
				Quebec Box Meals		56
37	Total Ensure Clients ( 5 ) Total under 60)	696	Total Ensure Meals	Mobile Food Box Clients		5
				Mobile Box Meals		98
564	Ensure Meals >60	132	Ensure Meals <60	SOC Food Box Meals		0
5	New Ensure Clients	0	New Congregate Clients			
0	New Mobile Meals Clients		Referrals	# Personal Hygiene Clients		52
SECTION 8 HOUSING		HEAD START	Tiger Town		Bargain Hendo	
11	Inquiries	Inquiries	Net Sales	\$4,572.64	Net Sales	Closed
16	Applications	Apps Taken	Volunteer Hrs.	183	Volunteer Hrs.	for
4	Applicant Inquiries	Updates	# Volunteers	12	# Volunteers	repairs
	Homeless Preference		47	HDM Clients		
3	Client Updates		225	HDM Food boxes distributed = 1,575 meals		
REFERRALS						
14	AARP Tax Assistance	1	On Track			
	Anchor Baptist & Other Food Pantries	17	Other Housing Programs			
	AARP Tax Service	3	Pisgah Legal/Legal Aid			
	BRCC Medical/Dental Clinic		Red Cross			
4	Boys & Girls Club		RSVP			
13	Bread of Life	2	SAFE			
2	Child Care Subsidy	5	Salvation Army			
3	Congregate (Lunch Plus)		Self Sufficiency/Janirve			
11	County Transportation		Services for Deaf/Hard of Hearing			
15	DSS	15	Sharing House			
	Emergency Assistance Inquiries		Sheriff's Department			
3	Family Place	1	SHIIP			
11	Food Stamps	3	Silvermont/Quebec/ Opportunity Center			
	Fresh Start		Smart Start			
	Goodwill		Social Security Administration			
1	Habitat		T Co Senior Services Directory			
4	Haven	16	Tiger Town			
2	Head Start/NCPreK		TRAIN			
	Joblink/ESC		Transylvania Bapt. Assoc./Ramp ministry			
	Liquid Nutrition Program (Ensure)		United Way 211			
	Manna		Veteran's Affairs			
	Meals on Wheels (Brevard)		Vocational Rehabilitation			
	Medicaid/Health Choice	2	WAP			
	Memory Care		WIC/Baby Love			
2	Meridian	2	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
Sept.7 <sup>th</sup>	Participate in a Senior Staff Meeting					Deb Haight
Sept. 11 <sup>th</sup>	Participate in T. County Council on Aging Meeting					Deb Haight
Sept. 12 <sup>th</sup>	Participate in agency safety meeting					Deb Haight
Sept. 18 <sup>th</sup>	Participate in meetings with Community Partners					Deb Haight
Sept. 27 <sup>th</sup>	Participate in a Senior Staff Meeting					Deb Haight
Sept. 27 <sup>th</sup>	Participate in Bargain Hendo staffing meeting					Deb Haight

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

**Tebeau Children's Center:**

A new walking path has been added from the employee parking lot to the adjacent sidewalk. This will enable parents and staff to avoid walking through mud and grass. New storage cabinets have been added in specific classrooms as needed.

**Forest City Children's Center:**

As a proactive safety measure, our maintenance team constructed and installed fencing around the entrance doors of the school. The entrance to this school is close to the road and this provides an added safety barrier as parents bring children into and out of the building.

**Hillview Children's Center:**

We have completed the necessary repairs to the damaged accessibility ramp located at the front entrance of the building.

**Columbus Children's Center (New Center):**

The building contractor has completed the install of rebar, stone, poly, and wire mesh, and has completed the termite treatment. The below grade electrical is complete and has passed the state inspection. The slab and footers have been poured and completed and have been reviewed and approved by the geotechnical engineers. Temporary power has been installed, and the walls have been erected.

**Safety Highlights:**

This month our safety team completed the safety and maintenance walk-throughs at 5 of our locations. These inspections included children services locations, office buildings, and thrift stores. We have replaced mulch at Dana Elementary School and Clear Creek Elementary

Date	New Work Orders	Closed Work Orders
10/1/23 – 10/27/23	68	81

**Information Systems Departmental – Henderson, Polk & Transylvania Counties**  
***Jonathan Stanley, Information Systems Director***  
**October 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 expanded Wi-Fi coverage to outdoor playgrounds and the parking lot at Tebeau
- We expanded Wi-Fi coverage at Sugar Hill to cover one end of the facility which was suffering from poor reception.
- We made additions to the website including a new page for “News, Events and Press Releases” postings.
- We have migrated electronic signature platform providers from DocuSign to Adobe Sign, reducing cost in the process.
- We have set up a reputation management system with help from Terri Bowman and the Goss Agency to help our online presence through sites such as Google Places, Bing, Yelp, Facebook and others.

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
- 90 smartphones | 14 4G/LTE tablets
- 86 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
DAPMC	Drug & Alcohol Program Management Compliance
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
LEPC	Local Emergency Planning Committee
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
OP Stats	Operational Statistics
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
UGA	Unified Grant Application System
WAP	Weatherization Assistance Program