

COMBINED PROGRAM DIRECTOR'S REPORT

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

	September	October	November
Units under lease on the 1st day of the month	606	603	600
Incoming Portable vouchers administered	1	1	1
Outgoing Portable vouchers	4	3	3
VASH vouchers leased	5	5	6
NED vouchers leased	30	30	30
Total vouchers issued	26	12	25
Henderson County	20	7	22
Transylvania County	6	5	3
Total Outstanding vouchers	92	87	84
Henderson County	77	71	68
Transylvania County	15	16	16
Combined County Success Rate – 12 month	48%	44%	41%
Henderson County	57%	49%	44%
Transylvania County	16%	17%	21%
Families terminated from HCV program	8	6	7
Administrative terminations	1	1	2
New HAP contracts processed	4	5	3
Annual recertification's processed	56	65	61
Interim recertification's processed	16	21	14
Rent payments abated	7	0	5
Total Families on Waiting List	602	535	474
Henderson County	483	412	353
Transylvania County	119	123	121
Total # of Family Self-Sufficiency Participants	26	27	26
FSS participant's contributing to escrow	17	16	17
FSS Program "Graduates" - Total	64*	64	64
HCV Homeownership participants	9	6	6
HQS Inspections performed	91	68	45

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

Robert Hooper attended the SERC-NAHRO Conference in Hilton Head, S.C.

Transportation Department – Henderson County
Jeff Roper, Transportation Director

	September		October		November	
	Trips	Trips	Trips	Miles	Trips	Miles
Transit						
Transit	6335	13476	7012	14773	6936	14150
Para Transit	108	437	122	494	97	342
HCCBG						
HCCBG General (shopping/mealsite)	1422	3263	1733	4963	1757	4358
HCCBG Medical (Title III)	64	388	64	418	55	269
5311 Operating/5310 Operating - ROAP						
5310 - Operations - Green River	176	1598	37	330	41	408
ROAP - RGP - E'ville	431	4042	57	267	55	288
ROAP - E&D TAP	0	0	439	4483	362	3595
ROAP - Work First	0	0	171	1383	158	1751
Contractual Transportation						
H CO Medical (SameDay/NextDay)	29	77	32	881	13	42
Vocational Solutions	174	1074	169	1015	57	269
ModivCare (Medicaid)	2	4	4	16	0	0
SafeRide (Medicare)	41	435	19	133	8	36
Healthy Opportunities Pilot (HOP)	0	0	0	0	0	0

Activities:

12/6	HOP and Budget Meetings	
12/12	Transit Public Hearing – Route 3	
12/13	Monthly IMD	
12/14	WNCSource Board Meeting	
12/18	Senior Staff	
12/19	Agency Luncheon	
12/20	Transit Public Hearing – Route 3	
12/21	Transportation Luncheon	* Abbreviation key on last page

Transportation Report –December 2023

The month of December was a relatively quiet month in the transportation department. Our department continued to interview and hire both full and part time drivers and get them ready for duty by providing required training. We also worked on our Holiday schedule as the transportation department provided transit, paratransit, and medical transportation services during the week between Christmas and the New Year. Finally, we tried to wrap up all 2023 driver and staff required training and distributed an updated driver's manual, Title VI policy and drug and alcohol testing policies.

Deb Haight, Director of Community Services for Transylvania County					November 2023	
SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours	
21	Participants/Silvermont Lunch Plus	232	Meals Served	4	14	
16	Participants/Quebec Lunch Plus	199	Meals Served	5	12	
16	Participants receiving Mobile Meals	253	Meals Delivered			
	Families at MANNA Food Distribution		Individuals Served	Quebec Food Box Clients	3	
				Quebec Box Meals	42	
47	Total Ensure Clients (5 Total under 60)	1,032	Total Ensure Meals	Mobile Food Box Clients	5	
				Mobile Box Meals	119	
960	Ensure Meals >60	72	Ensure Meals <60	SOC Food Box Meals	0	
3	New Ensure Clients		New Congregate Clients			
5	New Mobile Meals Clients	2	Referrals	# Personal Hygiene Clients		64
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo
11	Inquiries		Inquiries	Net Sales	\$3,892.20	Net Sales \$9,266.40
6	Applications		Apps Taken	Volunteer Hrs.	171	Volunteer Hrs.
8	Applicant Inquiries		Updates	# Volunteers	9	# Volunteers
2	Homeless Preference		77	HDM Clients		
4	Client Updates		287	HDM Food boxes distributed 2,009 meals		
REFERRALS						
	AARP Tax Assistance			On Track		
3	Anchor Baptist & Other Food Pantries		12	Other Housing Programs		
	AARP Tax Service		3	Pisgah Legal/Legal Aid		
3	BRCC Medical/Dental Clinic			Red Cross		
2	Boys & Girls Club			RSVP		
16	Bread of Life		5	SAFE		
	Child Care Subsidy		6	Salvation Army		
	Congregate (Lunch Plus)			Self Sufficiency/Janirve		
9	County Transportation			Services for Deaf/Hard of Hearing		
16	DSS		16	Sharing House		
9	Emergency Assistance Inquiries			Sheriff's Department		
	Family Place		2	SHIIP		
11	Food Stamps			Silvermont Opportunity Center		
	Fresh Start			Smart Start		
4	Goodwill			Social Security Administration		
	Habitat			T Co Senior Services Directory		
	Haven		18	Tiger Town		
	Head Start/NCPrek			TRAIN		
	Joblink/ESC		1	Transylvania Bapt. Assoc./Ramp ministry		
	Liquid Nutrition Program (Ensure)		21	United Way 211		
	Manna			Veteran's Affairs		
1	Meals on Wheels (Brevard)			Vocational Rehabilitation		
2	Medicaid/Health Choice			WAP		
	Memory Care			WIC/Baby Love		
3	Meridian		2	Workfirst		
	NC Cooperative Extension		3	Duke Energy & Healthy Home		
WNCSource REPRESENTATIONS						
November	Coordinate work on various projects for Tiger Town					Deb Haight
November	Coordinate tasks related to shutting down Bargain Hendo					Deb Haight
November	Submit various grants, reports & budgets					Deb Haight
November	Provide updates for Bargain Hendo staff & volunteers concerning ongoing closure					Deb Haight
Nov. 8 th	Participate in Transylvania Co. Transportation Advisory Meeting					Deb Haight
Nov. 13 th	Participate in Transylvania Co. Council on Aging Meeting					Deb Haight
Nov. 14 th	Participate in agency safety meeting					Deb Haight
Nov. 20 th	Participate in Senior Staff Meeting					Deb Haight

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

Bargain Hendo:

The maintenance team assisted in the closing of Bargain Hendo Thrift Store. We donated items to multiple locations, disposed of unwanted and unusable items, delivered items to multiple WNCSource facilities, and disassembled and assembled multiple racks and storage units.

Hillview Children's Center:

Horizon Heating & Air performed an inspection/diagnosis of a HVAC system at Hillview to determine why it had stopped working. The required repairs have been made and this project has been completed.

King Creek Children's Center:

Our HVAC contractor, Horizon, advised that the heat exchangers on HVAC units #2 & #4 are both cracked and need replacing. Due to the age of the systems and the cost of the replacement parts, the decision was made to replace both units. These units have been replaced with no loss of instructional time.

Columbus Children's Center (New Center):

The building contractor has completed roof framing, sheathing, and shingles. Electrical, plumbing, HVAC, and gas lines are currently being installed in the walls and exposed ceiling. The next steps will be the installation of the steel ladder, wiring for communications and security, and the installation of the sheetrock.

Safety Highlights:

Safety checks and inspections of buildings and playgrounds were conducted to ensure we are prepared for winter temperatures. Classroom temperatures were checked prior to the return of staff and students to ensure compliance to guidelines. Repairs were made to the one classroom found not to be in compliance.

Date	New Work Orders	Closed Work Orders
1/1/23 – 11/31/23	48	66

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
December 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:

- The IT department is rolling out remote access software to all desktops and laptops to facilitate remote support and troubleshooting. The software package we are using is called Rustdesk.
- We removed all equipment and disconnected services at Bargain Hendo, including internet access, Wi-Fi, point-of-sale and camera systems prior to the holiday break.

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