

## COMBINED PROGRAM DIRECTOR'S REPORT

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

	October	November	December
<b>Units under lease on the 1<sup>st</sup> day of the month</b>	603	600	597
Incoming Portable vouchers administered	1	1	1
Outgoing Portable vouchers	3	3	3
VASH vouchers leased	5	6	5
NED vouchers leased	30	30	30
<b>Total vouchers issued</b>	12	25	4
Henderson County	7	22	4
Transylvania County	5	3	0
<b>Total Outstanding vouchers</b>	87	84	59
Henderson County	71	68	49
Transylvania County	16	16	10
<b>Combined County Success Rate – 12 month</b>	44%	41%	44%
Henderson County	49%	44%	39%
Transylvania County	17%	21%	21%
Families terminated from HCV program	6	7	1
Administrative terminations	1	2	0
New HAP contracts processed	5	3	10
Annual recertification's processed	65	61	42
Interim recertification's processed	21	14	29
Rent payments abated	0	5	1
<b>Total Families on Waiting List</b>	535	474	530
Henderson County	412	353	402
Transylvania County	123	121	128
<b>Total # of Family Self-Sufficiency Participants</b>	27	26	26
FSS participant's contributing to escrow	16	17	16
FSS Program "Graduates" - Total	64	64	64
HCV Homeownership participants	6	6	6
HQS Inspections performed	68	45	60

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

	October		November		December	
	Trips	Trips	Trips	Miles	Trips	Miles
<b>Transit</b>						
Transit	7012	14773	6936	14150	5929	13476
Para Transit	122	494	97	342	95	342
<b>HCCBG</b>						
HCCBG General (shopping/mealsite)	1733	4963	1757	4358	1291	3851
HCCBG Medical (Title III)	64	418	55	269	36	259
<b>5311 Operating/5310 Operating - ROAP</b>						
5310 - Operations - Green River	37	330	41	408	37	332
ROAP - RGP - E'ville	57	267	55	288	44	206
ROAP - E&D TAP	439	4483	362	3595	256	2602
ROAP - Work First	171	1383	158	1751	130	1336
<b>Contractual Transportation</b>						
H CO Medical (SameDay/NextDay)	32	881	13	42	14	69
Vocational Solutions	169	1015	57	269	111	646
ModivCare (Medicaid)	4	16	0	0	0	0
SafeRide (Medicare)	19	133	8	36	0	0
Healthy Opportunities Pilot (HOP)	0	0	0	0	8	28

**Activities:**

1/3	Transportation Staff meeting
1/4	Budget Meeting
1/10	IMD Monthly Meeting
1/16	HOP Meeting
1/17	Senior Staff / Paratransit Meeting
1/19	Aging Coalition Quarterly Meeting
1/23	HOP Review / Staff Meeting
1/24	NCPTA / United Way Grant Meeting
1/30	FTA Drug and Alcohol Webinar

**Transportation Report - January 2024**

As we start the new year, we are very excited and enthusiastic about the opportunities the transportation department has in continuing and increasing transportation services for our community. We have updated our Drug and Alcohol policy, the Drivers Manual, and the Title VI policy. Additionally, we have increased our number of community transportation trips, and are now seeing surpluses in transit and paratransit services. In the coming months, we will be applying for the FY25 HCCBG and United Way grants. We are also working on the FTA annual drug and alcohol testing report. 2023 was a great year for our department and we look forward with excitement and enthusiasm as we continue to build upon these things and look for ways to continue to improve our program to better serve deserving citizens of our community.

Deb Haight, Director of Community Services for Transylvania County						December 2023	
SENIOR NUTRITION PROGRAM					No. Volunteers	No. Volunteer Hours	
21	Participants/Silvermont Lunch Plus	149	Meals Served	3	16		
14	Participants/Quebec Lunch Plus	146	Meals Served	10	40		
16	Participants receiving Mobile Meals	168	Meals Delivered				
16	Families at MANNA Food Distribution	21	Individuals Served	Quebec Food Box Clients		2	
				Quebec Box Meals		56	
51	Total Ensure Clients ( 5 ) Total under 60)	960	Total Ensure Meals	Mobile Food Box Clients		6	
				Mobile Box Meals		168	
888	Ensure Meals >60	72	Ensure Meals <60	SOC Food Box Meals		72	
0	New Ensure Clients	0	New Congregate Clients				
0	New Mobile Meals Clients		Referrals	# Personal Hygiene Clients			67
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
2	Inquiries		Inquiries	Net Sales	\$3,605.98	Net Sales	\$4,967.91
9	Applications		Apps Taken	Volunteer Hrs.	152.25	Volunteer Hrs.	
5	Applicant Inquiries		Updates	# Volunteers	13	# Volunteers	
	Homeless Preference		71	Shelf Stable Meals Clients			
4	Client Updates		52	Shelf Stable Food boxes distributed = 364 meals			
REFERRALS							
	AARP Tax Assistance		2	On Track			
11	Anchor Baptist & Other Food Pantries		13	Other Housing Programs			
	AARP Tax Service		6	Pisgah Legal/Legal Aid			
3	BRCC Medical/Dental Clinic			Red Cross			
	Boys & Girls Club			RSVP			
13	Bread of Life		4	SAFE			
2	Child Care Subsidy		10	Salvation Army			
4	Congregate (Lunch Plus)			Self Sufficiency/Janirve			
8	County Transportation			Services for Deaf/Hard of Hearing			
17	DSS		17	Sharing House			
	Emergency Assistance Inquiries			Sheriff's Department			
	Family Place			SHIIP			
11	Food Stamps			Silvermont Opportunity Center			
	Fresh Start			Smart Start			
	Goodwill			Social Security Administration			
1	Habitat			T Co Senior Services Directory			
14	Haven		21	Tiger Town			
1	Head Start/NCPreK			TRAIN			
	Joblink/ESC			Transylvania Bapt. Assoc./Ramp ministry			
	Liquid Nutrition Program (Ensure)		23	United Way 211			
	Manna			Veteran's Affairs			
	Meals on Wheels (Brevard)		1	Vocational Rehabilitation			
1	Medicaid/Health Choice		6	WAP			
	Memory Care			WIC/Baby Love			
3	Meridian			Workfirst			
	NC Cooperative Extension						
January 2024 WNCSource REPRESENTATIONS by Deb Haight							
Coordinate work on various projects for Tiger Town Coordinate tasks related to shutting down Bargain Hendo Submit various grants, reports and budgets Provide updates for Bargain Hendo staff and volunteers concerning ongoing closure of the store December 4th Participate in Trauma Resilient Community Training December 6th: Participate in Budget Meeting for Older Adult Services and Thrift Stores December 18th: Participate in Senior Staff Meeting							

**Facilities & Safety Department Report**  
**Tim Camp, Director**  
**January 2024**

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

The site work plans have been completed by Odom Engineering. The civil work (grading, plumbing, sewer, sidewalks, etc.) has gone out for bid. The architect team, including the structural and electrical engineers, are in the final phases of completing the plans.

**Tebeau Children's Center:**

The new playground fencing at Tebeau Children's Center has been installed. The water retention areas have been secured and the no trespassing signage for those areas has been installed. New shelves have been installed in restrooms. A final walk through has been completed with the contractor. A small punch list was created and the contractor is making repairs this week.

**Safety Highlights:**

During a safety walk through at our Hillview Children's Center it was noted the railing and pickets on the ramp located in the back of the building were loose. After further review it was determined to be unsafe. Our maintenance team has replaced and repaired the railing and supports.

Date	New Work Orders	Closed Work Orders
1/1/24 – 1/27/24	80	77

**Information Systems Departmental – Henderson, Polk & Transylvania Counties**  
***Jonathan Stanley, Information Systems Director***  
**January 2024**

The Information Systems Department team, made up of Director, Jonathan Stanley and Support Specialist, Cody Miller worked on a number of projects within WNCSource.

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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 continues to roll out remote access software to all desktops and laptops. The software package we are using is called Rustdesk
- We are adding a camera system back to a classroom at the Fletcher Center in preparation for its opening in the Spring.
- Networking and video camera infrastructure has been installed at the new site under construction in Columbus.

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