

COMBINED PROGRAM DIRECTOR'S REPORT

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

	November	December	January
Units under lease on the 1st day of the month	600	597	605
Incoming Portable vouchers administered	1	1	1
Outgoing Portable vouchers	3	3	3
VASH vouchers leased	6	5	5
NED vouchers leased	30	30	30
Total vouchers issued	25	4	18
Henderson County	22	4	16
Transylvania County	3	0	2
Total Outstanding vouchers	84	59	54
Henderson County	68	49	49
Transylvania County	16	10	5
Combined County Success Rate – 12 month	41%	44%	37%
Henderson County	44%	39%	39%
Transylvania County	21%	21%	26%
Families terminated from HCV program	7	1	3
Administrative terminations	2	0	0
New HAP contracts processed	3	10	9
Annual recertification's processed	61	42	36
Interim recertification's processed	14	29	51
Rent payments abated	5	1	2
Total Families on Waiting List	474	530	557
Henderson County	353	402	427
Transylvania County	121	128	130
Total # of Family Self-Sufficiency Participants	26	26	27
FSS participant's contributing to escrow	17	16	17
FSS Program "Graduates" - Total	64	64	
HCV Homeownership participants	6	6	6
HQS Inspections performed	45	60	75

Transportation Department – Henderson County
Jeff Roper, Transportation Director

	November		December		January	
	Trips	Trips	Trips	Miles	Trips	Miles
Transit						
Transit	6,936	14,150	5,929	13,476	5,435	14,150
Para Transit	97	342	95	342	97	386
HCCBG						
HCCBG General (shopping/mealsite)	1757	4,358	1,291	3,851	1,340	4,306
HCCBG Medical (Title III)	55	269	36	259	61	236
5311 Operating/5310 Operating - ROAP						
5310 - Operations - Green River	41	408	37	332	35	374
ROAP - RGP - E'ville	55	288	44	206	89	516
ROAP - E&D TAP	362	3,595	256	2,602	324	3,302
ROAP - Work First	158	1,751	130	1,336	211	1,703
Contractual Transportation						
H CO Medical (SameDay/NextDay)	13	42	14	69	16	67
FISH	-	-	-	-	24	157
Vocational Solutions	57	269	111	646	171	945
ModivCare (Medicaid)	0	0	0	0	0	0
SafeRide (Medicare)	8	36	0	0	57	713
Healthy Opportunities Pilot (HOP)	0	0	8	28	0	0

Activities:

2/1	Senior Staff, HCCBG Grant meeting, Monthly Budget meeting and Transportation Staff meeting
2/13	Safety Committee meeting, Pre TAB meeting
2/14	Mountain Care, IMD, Senior Staff
2/15	Quarterly TAB meeting, Transportation Staff meeting
2/16	DAMIS Annual Report Submitted
2/27	WNC Transit Planning meeting
2/28	NCPTA Monthly meeting

Transportation Report - February 2024

The transportation department has been busy working with other WNCSource teammates to prepare and submit the FY 25 HCCBG grant to the County. While working on this grant, we discovered that the demand for senior service transportation increased by 23% during the fiscal years 21-23. What's more, and based on projections, we will provide 18,652 trips in FY 24. This represents an 80% increase over the last four fiscal years. Also, the money for this grant had been spent by the beginning of February 2024 with five months remaining in the fiscal year. This grant provides transportation for senior citizens in Henderson County. It is imperative that WNCSource, the WNCSource governing Board and the TAB continue to fight for additional funding from this grant to avoid having to cut this essential service for these citizens.

Deb Haight, Director of Community Services for Transylvania County					January 2024	
SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours	
21	Participants/Silvermont Lunch Plus	201	Meals Served	3	14	
14	Participants/Quebec Lunch Plus	183	Meals Served	14	40	
13	Participants receiving Mobile Meals	209	Meals Delivered			
16	Families at MANNA Food Distribution	25	Individuals Served	Quebec Food Box Clients		3
				Quebec Box Meals		42
51	Total Ensure Clients (7) Total under 60)	1,032	Total Ensure Meals	Mobile Food Box Clients		4
				Mobile Box Meals		49
864	Ensure Meals >60	168	Ensure Meals <60	SOC Food Box Meals		0
1	New Ensure Clients	0	New Congregate Clients			
1	New Mobile Meals Clients	3	Referrals	# Personal Hygiene Clients		74
SECTION 8 HOUSING		HEAD START	Tiger Town			
7	Inquiries		Inquiries	Net Sales	3,430.17	
12	Applications		Apps Taken	Volunteer Hrs.	177.5	
6	Applicant Inquiries		Updates	# Volunteers	12	
	Homeless Preference		77	HDM Clients		
5	Client Updates		82	HDM Food boxes distributed = 621 meals		
REFERRALS						
	AARP Tax Assistance			On Track		
10	Anchor Baptist & Other Food Pantries		19	Other Housing Programs		
	AARP Tax Service		1	Pisgah Legal/Legal Aid		
	BRCC Medical/Dental Clinic			Red Cross		
	Boys & Girls Club			RSVP		
19	Bread of Life		3	SAFE		
2	Child Care Subsidy			Salvation Army		
	Congregate (Lunch Plus)			Self Sufficiency/Janirve		
1	County Transportation			Services for Deaf/Hard of Hearing		
18	DSS		16	Sharing House		
1	Emergency Assistance Inquiries			Sheriff's Department		
4	Family Place			SHIIP		
12	Food Stamps			Silvermont Opportunity Center		
	Fresh Start			Smart Start		
	Goodwill			Social Security Administration		
	Habitat			T Co Senior Services Directory		
8	Haven		23	Tiger Town		
	Head Start/NCPreK			TRAIN		
	Joblink/ESC			Transylvania Bapt. Assoc./Ramp ministry		
	Liquid Nutrition Program (Ensure)		25	United Way 211		
	Manna			Veteran's Affairs		
	Meals on Wheels (Brevard)			Vocational Rehabilitation		
	Medicaid/Health Choice		2	WAP		
	Memory Care			WIC/Baby Love		
	Meridian			Workfirst		
	NC Cooperative Extension					
January WNCSource REPRESENTATIONS by Deb Haight						
Coordinate work on various projects for Tiger Town Finish tasks related to shutting down Bargain Hendo Submit various grants, reports and budgets January 8th: Participate in Transylvania County Council on Aging Meeting January 11: Present Older Adult Services Outcomes to WNCSource Board Members January 17th: Participate in the agency Senior Staff Meeting January 18th: Submit nominations for the 2024 Governor's Volunteer Service Award for Transylvania County						

Facilities & Safety Department Report
Tim Camp, Director
January 2024

Forest City Children's Center:

As a proactive safety measure, gravel was delivered and spread over the current parking lot by our maintenance team to create a safer surface for staff, students and parents.

King Creek Main Office:

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

Columbus Children's Center (New Center):

The building contractor has completed the installation of the steel ladder, the steel support beam, all doors and windows, and wiring for communications and security. Next steps will be the installation of the outside Hardie Board siding, security and fire system, and sheetrock.

Safety Highlights:

- Safety checks and inspections of buildings and playgrounds were conducted to meet required inspection procedures.
- Specific additional inspections of all sites were conducted to identify and reduce tripping hazards. Additional mulch and dirt have been added to select playgrounds for this purpose.
- A subset of the safety team met to identify next steps for additional safety processes around the onboarding and off-boarding of staff and parents.
- Our team met with Adult Services to discuss safety protocols for staff, students and parents at our Hillview location.
- All AED pads for students and adults have been replaced at all locations that have AED's.

Date	New Work Orders	Closed Work Orders
2/1/24 – 2/29/24	119	113

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
February 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.

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:

- Networking and video camera infrastructure has been installed at the new site under construction in Columbus.
- Exploring new hardware and vendor support for access control and security systems. We will be using the new Columbus site as a pilot location for whatever new systems we select.

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