

COMBINED PROGRAM DIRECTOR'S REPORT

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

	December	January	February
Units under lease on the 1st day of the month	597	605	606
Incoming Portable vouchers administered	1	1	1
Outgoing Portable vouchers	3	3	3
VASH vouchers leased	5	5	5
NED vouchers leased	30	30	30
Total vouchers issued	4	18	16
Henderson County	4	16	15
Transylvania County	0	2	1
Total Outstanding vouchers	59	54	50
Henderson County	49	49	47
Transylvania County	10	5	3
Combined County Success Rate – 12 month	44%	37%	38%
Henderson County	39%	39%	39%
Transylvania County	21%	26%	35%
Families terminated from HCV program	1	3	5
Administrative terminations	0	0	2
New HAP contracts processed	10	9	11
Annual recertification's processed	42	36	41
Interim recertification's processed	29	51	25
Rent payments abated	1	2	1
Total Families on Waiting List	530	557	515
Henderson County	402	427	397
Transylvania County	128	130	118
Total # of Family Self-Sufficiency Participants	26	27	25
FSS participant's contributing to escrow	16	17	18
FSS Program "Graduates" - Total	64	65	65
HCV Homeownership participants	6	6	6
HQS Inspections performed	60	75	94

Transportation Department – Henderson County
Jeff Roper, Transportation Director

	December		January		February	
	Trips	Trips	Trips	Miles	Trips	Miles
Transit						
Transit	5,929	13,476	5,435	14,150	5891	14,150
Para Transit	95	342	97	386	107	304
HCCBG						
HCCBG General (shopping/mealsite)	1,291	3,851	1,340	4,306	207	1,414
HCCBG Medical (Title III)	36	259	61	236	62	341
5311 Operating/5310 Operating - ROAP						
5310 - Operations - Green River	37	332	35	374	475	3,208
ROAP - RGP - E'ville	44	206	89	516	266	2,370
ROAP - E&D TAP	256	2,602	324	3,302	290	3,000
ROAP - Work First	130	1,336	211	1,703	244	2,165
Contractual Transportation						
H CO Medical (SameDay/NextDay)	14	69	16	67	0	0
FISH	-	-	24	157	23	142
Vocational Solutions	111	646	171	945	176	1,060
ModivCare (Medicaid)	0	0	0	0	0	0
SafeRide (Medicare)	0	0	57	713	23	347
Healthy Opportunities Pilot (HOP)	8	28	0	0	10	165

Activities:

3/4/24	Adult Day Care Transportation Meeting
3/5	Transportation Staff Meeting
3/7	Senior Staff
3/12	Safety Committee Meeting
3/12	Senior Staff
3/26	HCCBG Committee Presentation

Transportation Report – March 2024

The Transportation team experienced staffing transitions throughout March. We had two retirements, one being Jeff Roper, long time Director. We also had a full-time van driver retire. We have hired a part-time CDL driver for Transit and are interviewing multiple candidates to fill CFL and non-CDL positions. A presentation was given to the Home & Community Care Block Grant Committee focused on the vital transportation services we provide to the community and our request for increased funding to meet current demand and costs.

Deb Haight, Director of Community Services for Transylvania County						February 2024	
SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours		
21	Participants/Silvermont Lunch Plus	244	Meals Served	4	22		
12	Participants/Quebec Lunch Plus	220	Meals Served	8	40		
14	Participants receiving Mobile Meals	272	Meals Delivered				
16	Families at MANNA Food Distribution	26	Individuals Served	Quebec Food Box Clients		1	
				Quebec Box Meals		14	
50	Total Ensure Clients (6) Total under 60	1,032	Total Ensure Meals	Mobile Food Box Clients		1	
				Mobile Box Meals		14	
888	Ensure Meals >60	144	Ensure Meals <60	SOC Food Box Meals		0	
0	New Ensure Clients	0	New Congregate Clients				
0	New Mobile Meals Clients	3	Referrals	# Personal Hygiene Clients		78	
SECTION 8 HOUSING		HEAD START		Tiger Town			
10	Inquiries		Inquiries	Net Sales	\$3,492.45		
16	Applications		Apps Taken	Volunteer Hrs.	165		
6	Applicant Inquiries		Updates	# Volunteers	10		
0	Homeless Preference		79	HDM Clients			
5	Client Updates		189	HDM Food boxes distributed 1,323 meals			
REFERRALS							
	AARP Tax Assistance			On Track			
5	Anchor Baptist & Other Food Pantries		19	Other Housing Programs			
	AARP Tax Service		4	Pisgah Legal/Legal Aid			
	BRCC Medical/Dental Clinic			Red Cross			
	Boys & Girls Club			RSVP			
8	Bread of Life		3	SAFE			
3	Child Care Subsidy		4	Salvation Army			
	Congregate (Lunch Plus)			Self Sufficiency/Janirve			
13	County Transportation			Services for Deaf/Hard of Hearing			
16	DSS		16	Sharing House			
	Emergency Assistance Inquiries			Sheriff's Department			
11	Family Place			SHIIP			
6	Food Stamps			Silvermont Opportunity Center			
	Fresh Start			Smart Start			
	Goodwill			Social Security Administration			
1	Habitat			T Co Senior Services Directory			
7	Haven		17	Tiger Town			
2	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)			Vocational Rehabilitation			
	Medicaid/Health Choice		1	WAP			
	Memory Care			WIC/Baby Love			
3	Meridian		2	Workfirst			
	NC Cooperative Extension						
February WNCSource REPRESENTATIONS by Deb Haight							
February 1st: Participate in the agency Senior Staff meeting							
February 13th: Participate in an agency safety meeting							
February 14th: Participate in Transylvania County Transportation Advisory Board meeting							
February 15th: Submit Lake Toxaway Charities Grant							
February 19th: Participate in a Hillview safety meeting							

Facilities & Safety Department Report
Tim Camp, Director
March 2024

Our maintenance team has started working on landscaping across the four counties we represent. This includes winter clean up, the removal of fallen limbs, replacement of mulch where needed, grass cutting, cleaning gutters, and the trimming of bushes and trees. The team has also been working on equipment and supplies to ensure we are prepared for spring-cleaning and any repairs that may need to be performed to keep us in compliance.

7th Avenue Offices:

Our maintenance team has removed and replaced the damaged flooring in both of the men's restrooms. This was a safety requirement due to splitting tiles and sinking toilets caused by the damage.

King Creek Children's Center:

Back sidewalks/patios around the building, walls, and doors have been cleaned and pressure washed.

Columbus Children's Center (New Center):

The building contractor has completed the installation of the outside Hardie Board siding, the inside insulation and sheetrock. The security and fire contractors have received the final approval from the fire marshal. This allows them to continue installing the next phase of the electrical installation. Next steps will be to paint the outside of the building trim and walls, wrapping the columns with stone siding, and installation of the acoustical ceiling grid.

Safety Highlights:

- We completed this quarter's safety checks and building inspections at all locations.
- Paula Bynnom, a Substance Abuse Counselor, presented to the Safety Committee and WNCSource Management. SAP Counselors are a requirement for our Transportation Department, and the training they provide is relevant and proactive for the entire agency.

Date	New Work Orders	Closed Work Orders
3/1/24 – 3/29/24	92	93

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

- We have begun replacing cameras at some locations with 360° cameras that allow greater coverage/visibility and higher resolution
- We have started adding Rustdesk remote access support to agency laptop and desktop computers to aid our department in remote troubleshooting as well as inventory record keeping.
- We have submitted our RFP selection to the E-Rate portal. This mostly concludes the application process for the coming fiscal year. We will continue receiving internet service subsidies through this program through June 30, 2025.

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