

## COMBINED PROGRAM DIRECTOR'S REPORT

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

	January	February	March
<b>Units under lease on the 1<sup>st</sup> day of the month</b>	605	606	611
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
<b>Total vouchers issued</b>	18	16	25
Henderson County	16	15	19
Transylvania County	2	1	6
<b>Total Outstanding vouchers</b>	54	50	66
Henderson County	49	47	57
Transylvania County	5	3	9
<b>Combined County Success Rate – 12 month</b>	37%	38%	38%
Henderson County	39%	39%	39%
Transylvania County	26%	35%	36%
Families terminated from HCV program	3	5	4
Administrative terminations	0	2	0
New HAP contracts processed	9	11	11
Annual recertification's processed	36	41	54
Interim recertification's processed	51	25	105
Rent payments abated	2	1	2
<b>Total Families on Waiting List</b>	557	515	577
Henderson County	427	397	459
Transylvania County	130	118	118
<b>Total # of Family Self-Sufficiency Participants</b>	27	25	25
FSS participant's contributing to escrow	17	18	15
FSS Program "Graduates" - Total	65	65	65
HCV Homeownership participants	6	6	6
HQS Inspections performed	75	94	77

**Transportation Department – Henderson County**  
**Tim Camp, Transportation Director – May Report**

	January		February		March	
	Trips	Miles	Trips	Miles	Trips	Miles
<b>Transit</b>						
Transit	5,435	14,150	5,891	14,150	5,576	14,150
Para Transit	97	386	107	304	88	271
<b>HCCBG</b>						
HCCBG General (shopping/mealsite)	1,340	4,306	207	1,414	0	0
HCCBG Medical (Title III)	61	236	62	341	46	328
<b>5311 Operating/5310 Operating - ROAP</b>						
5310 - Operations - Green River	35	374	475	3,208	537	3,211
ROAP - RGP - E'ville	89	516	266	2,370	355	3,517
ROAP - E&D TAP	324	3,302	290	3,000	175	1,851
ROAP - Work First	211	1,703	244	2,165	257	2,073
<b>Contractual Transportation</b>						
H CO Medical (SameDay/NextDay)	16	67	0	0	0	0
FISH	24	157	23	142	24	155
Vocational Solutions	171	945	176	1,060	157	1,115
ModivCare (Medicaid)	0	0	0	0	0	0
SafeRide (Medicare)	57	713	23	347	0	0
Healthy Opportunities Pilot (HOP)	0	0	10	165	7	63

**Activities:**


**Transportation Report –April 2024**

The Transportation team experienced staffing transitions during April. We had two full-time van drivers retire. We have hired a full-time CDL driver for Transit, one full-time van driver and two intermittent van drivers. We are continuing to interview multiple candidates to fill CDL and non-CDL positions. We have added additional riders to our paratransit operations and updated some of our routes and schedules to increase efficiency. WNCSource supported the Blue Ridge Honor Flight event on April 27<sup>th</sup> by providing six shuttle vans to transport participating veterans and families. We had six drivers participate and two other staff members to assist with loading, unloading, and directing traffic.

Deb Haight, Director of Community Services for Transylvania County					March 2024	
SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours	
21	Participants/Silvermont Lunch Plus	206	Meals Served	4	16	
13	Participants/Quebec Lunch Plus	220	Meals Served	8	40	
14	Participants receiving Mobile Meals	274	Meals Delivered			
16	Families at MANNA Food Distribution	25	Individuals Served	Quebec Food Box Clients		14
				Quebec Box Meals		91
55	Total Ensure Clients ( 6 ) Total under 60)	1,068	Total Ensure Meals	Mobile Food Box Clients		2
				Mobile Box Meals		35
936	Ensure Meals >60	132	Ensure Meals <60	SOC Food Box Meals		0
5	New Ensure Clients	3	New Congregate Clients			
	New Mobile Meals Clients		Referrals	# Personal Hygiene Clients		84
SECTION 8 HOUSING		HEAD START	Tiger Town			
12	Inquiries		Inquiries	Net Sales	\$4,859.70	
7	Applications		Apps Taken	Volunteer Hrs.	132	
5	Applicant Inquiries		Updates	# Volunteers	13	
1	Homeless Preference		82	Food Box Clients		
4	Client Updates		124	Food boxes distributed = 868 meals		
REFERRALS						
	AARP Tax Assistance		9	On Track		
11	Anchor Baptist & Other Food Pantries		12	Other Housing Programs		
	AARP Tax Service		6	Pisgah Legal/Legal Aid		
	BRCC Medical/Dental Clinic			Red Cross		
	Boys & Girls Club			RSVP		
14	Bread of Life		4	SAFE		
	Child Care Subsidy		14	Salvation Army		
	Congregate (Lunch Plus)			Self Sufficiency/Janirve		
5	County Transportation			Services for Deaf/Hard of Hearing		
16	DSS		4	Sharing House		
	Emergency Assistance Inquiries			Sheriff's Department		
6	Family Place			SHIIP		
9	Food Stamps			Silvermont Opportunity Center		
	Fresh Start			Smart Start		
	Goodwill			Social Security Administration		
1	Habitat			T Co Senior Services Directory		
14	Haven		19	Tiger Town		
	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		1	WAP		
	Memory Care			WIC/Baby Love		
4	Meridian		2	Workfirst		
	NC Cooperative Extension		1	Healthy Opportunities Svcs.		
March WNCSource REPRESENTATIONS by Deb Haight						
Coordinate work on various projects for Tiger Town Submit various grants, reports and budgets March 7th and March 25th: Participate in the agency Senior Staff meeting March 11th: Participate in Transylvania County Council on Aging Meeting March 12th: Participate in an agency safety meeting March 14th: Start sending out annual surveys to HCCBG participants March 18th: Monitor Transylvania Hospital per HCCBG requirements March 19th: Attend Pisgah Health Foundation reception March 26th: Participate in a HCCBG regional virtual gathering						

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

Our maintenance team has started working on landscaping across the four counties we represent. We continue the winter clean-up which includes removal of fallen limbs, replacement of mulch where needed, grass cutting, cleaning gutters, and the trimming of bushes and trees. The team has also completed equipment maintenance and repairs and replenishing of supplies to continue spring cleaning and any additional repairs to maintain compliance.

**7<sup>th</sup> Avenue Offices:**

Our maintenance team has started painting the trim, door jams, and baseboards that are showing chips, stains or fading.

**Etowah Children's Center:**

The maintenance team continues to coordinate with Henderson County to work through a solution to the flooding issues at our Etowah Center. Next steps will be to meet with the engineer on site then determine the best course of action.

**King Creek Children's Center:**

Our maintenance team has started painting the trim, door jams, and baseboards that are showing chips, stains or fading.

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

The building contractor has completed painting the outside of the building trim and walls, primed the inside walls, installed the acoustical ceiling grid and installed the new hood in the kitchen. Next steps will be to install electrical lights, ceiling tiles, floors, interior millwork, and pour sidewalks.

**Safety Highlights:**

- We are currently getting bids to re-strip King Creek Children's Center, King Creek Main Offices Building and 7th Ave.
- Miguel Correa, Sr. Risk Management Substance Abuse Counselor with ICW Group, presented to the Safety Committee and WNCSource Management. This presentation included multiple topics such as strategies to reduce workers compensation claims

Date	New Work Orders	Closed Work Orders
4/1/24 – 4/26/24	87	90

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

**Information Systems Departmental Monthly Report April 2024**

The Information Systems Department team, made up of Director, Jonathan Stanley and Systems Administrator, 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:

- There is no news to report for last month in the IT department

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