

COMBINED PROGRAM DIRECTOR'S REPORT

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

	February	March	April
Units under lease on the 1st day of the month	606	611	613
Incoming Portable vouchers administered	1	1	1
Outgoing Portable vouchers	3	3	3
VASH vouchers leased	5	5	6
NED vouchers leased	30	30	30
Total vouchers issued	16	25	25
Henderson County	15	19	19
Transylvania County	1	6	6
Total Outstanding vouchers	50	66	80
Henderson County	47	57	67
Transylvania County	3	9	13
Combined County Success Rate – 12 month	38%	38%	40%
Henderson County	39%	39%	39%
Transylvania County	35%	36%	38%
Families terminated from HCV program	5	4	5
Administrative terminations	2	0	2
New HAP contracts processed	11	11	7
Annual recertification's processed	41	54	41
Interim recertification's processed	25	105	51
Rent payments abated	1	2	4
Total Families on Waiting List	515	577	568
Henderson County	397	459	442
Transylvania County	118	118	126
Total # of Family Self-Sufficiency Participants	25	25	25
FSS participant's contributing to escrow	18	15	15
HCV Homeownership participants	6	6	6
HQS Inspections performed	94	77	76

Robert Hooper traveled to Capitol Hill in Washington, DC to attend NAHRO's DC Conference. Robert participated in "Hill Day" where he pushed for housing legislation with two other delegates from North Carolina.

Transportation Department – Henderson County
Tim Camp, Transportation Director – June Report

	February		March		April	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	5,891	14,150	5,576	14,150	5,816	14,824
Para Transit	107	304	88	271	117	341
HCCBG						
HCCBG General (shopping/mealsite)	207	1,414	0	0	0	0
HCCBG Medical (Title III)	62	341	46	328	85	388
5311 Operating/5310 Operating - ROAP						
5310 - Operations - Green River	475	3,208	537	3,211	511	3,299
ROAP - RGP - E'ville	266	2,370	355	3,517	364	3,941
ROAP - E&D TAP	290	3,000	175	1,851	217	2,072
ROAP - Work First	244	2,165	257	2,073	270	2,123
Contractual Transportation						
H CO Medical (SameDay/NextDay)	0	0	0	0	42	442
FISH	23	142	24	155	26	151
Vocational Solutions	176	1,060	157	1,115	181	442
ModivCare (Medicaid)	0	0	0	0	0	0
SafeRide (Medicare)	23	347	0	0	2	109
Healthy Opportunities Pilot (HOP)	10	165	7	63	5	50

Transportation Report – May 2024

The Transportation team continues to search for, identify, and interview candidates to fill CDL and non-CDL driver positions. The week of May 13-17th, Henderson County/Apple Country supported the Strive Not to Drive campaign. Strive Not To Drive has been a presence in Western NC and across the greater region since 1991, returning every May with the message that we can live happier and healthier when we move through our area without being heavily reliant on cars. This campaign focuses on reducing emissions and traffic as well as promoting healthier life styles by providing free rides for a week. The campaign was successful and appreciated by our community.

Deb Haight, Director of Community Services for Transylvania County						April 2024	
SENIOR NUTRITION PROGRAM						No. Volunteers	No. Volunteer Hours
26	Participants/Silvermont Lunch Plus	269	Meals Served	4	16		
15	Participants/Quebec Lunch Plus	212	Meals Served	8	40		
24	Participants receiving Mobile Meals	297	Meals Delivered				
16	Families at MANNA Food Distribution	25	Individuals Served	Quebec Food Box Clients			
				Quebec Box Meals			
55	Total Ensure Clients (6 Total under 60)	924	Total Ensure Meals	Mobile Food Box Clients			
				Mobile Box Meals			
828	Ensure Meals >60	96	Ensure Meals <60	SOC Food Box Meals			
1	New Ensure Clients	1	New Congregate Clients				
1	New Mobile Meals Clients	3	Referrals	81 Personal Hygiene Clients			
SECTION 8 HOUSING		HEAD START		Tiger Town			
12	Inquiries		Inquiries	Net Sales	\$3,551.06		
9	Applications		Apps Taken	Volunteer Hrs.	154		
8	Applicant Inquiries		Updates	# Volunteers	10		
2	Homeless Preference		84	Food Box Clients			
7	Client Updates		65	Food boxes distributed = 455 meals			
REFERRALS							
	AARP Tax Assistance	4	On Track				
15	Anchor Baptist & Other Food Pantries	15	Other Housing Programs				
	AARP Tax Service	8	Pisgah Legal/Legal Aid				
	BRCC Medical/Dental Clinic		Red Cross				
2	Boys & Girls Club		RSVP				
22	Bread of Life	4	SAFE				
	Child Care Subsidy	8	Salvation Army				
	Congregate (Lunch Plus)		Self Sufficiency/Janirve				
4	County Transportation		Services for Deaf/Hard of Hearing				
22	DSS	21	Sharing House				
	Emergency Assistance Inquiries		Sheriff's Department				
7	Family Place		SHIIP				
12	Food Stamps		Silvermont Opportunity Center				
	Fresh Start		Smart Start				
	Goodwill		Social Security Administration				
	Habitat		T Co Senior Services Directory				
9	Haven	20	Tiger Town				
	Head Start/NCPreK		TRAIN				
	Joblink/ESC		Transylvania Bapt. Assoc./Ramp ministry				
1	Liquid Nutrition Program (Ensure)	25	United Way 211				
	Manna		Veteran's Affairs				
	Meals on Wheels (Brevard)		Vocational Rehabilitation				
	Medicaid/Health Choice		WAP				
	Memory Care	2	WIC/Baby Love				
7	Meridian	3	Workfirst				
	NC Cooperative Extension						
WNCSource REPRESENTATIONS by Deb Haight							
Coordinate work on various projects for Tiger Town Submit various grants, reports and budgets April 4th: Participate in transportation meeting April 11th and April 25th: Participate in the agency Senior Staff meeting April 16th: Budget Meeting with Finance Department April 23rd: Meeting at Quebec Congregate to discuss transitional plans until a new Lunch Plus Manager can be hired April 24th: Participate in Trauma Informed Resilience Training Update April 25th: Attend Pisgah Health Foundation breakfast for volunteer award winners							

Facilities & Safety Department Report
Tim Camp, Director
May 2024

Our maintenance team continues to work on landscaping across the four counties we represent, including work at our new Columbus Children's Center. We continue to perform preventive maintenance at all locations including buildings and playgrounds. Our team has some new safety supplies to help with the warmer weather and natural elements.

7th Avenue Offices:

Repaired gates to make them operational and safe for staff and pedestrians.

Etowah Children's Center:

Coordinating with Henderson County to work through a solution to the flooding issues. Next steps will be meet with the engineer on site to determine to best course of action. The center did have some minor water in a classroom during the last rain.

Sugar Hill Children's Center:

In the process of 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 pouring of the new sidewalks around the building, installed all the ceiling tiles, installed gutters (including attaching to the storm water drains), and completed installation of the new floor. Next steps will be interior millwork, interior painting, electrical trim-out, and installing plumbing fixtures.

Safety Highlights:

- Sidewalks at the King Creek Children's Center have been repaired due to safety concerns for potential tripping hazards.
- Our safety team completed two new training sessions due to recent events. The first was on snake controls, including ways to avoid attracting snakes to our playgrounds. The second was on parking lot safety, including strategies to reduce accidents, thefts, and harm.

Date	New Work Orders	Closed Work Orders
5/1/24 – 5/31/24	72	73

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

Information Systems Departmental Monthly Report May 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:

- We have started the 5-year strategic planning processes for the IT Department. This is mostly focusing on our support of the individual Programs and overall Organizational goals.
- We have begun installing rustdesk on agency laptops and desktops to facilitate remote maintenance and troubleshooting as well as inventory tracking
- We have GPS tracking devices ready to install on 31 agency vehicles (all vehicles except for our transportation vans and buses) which assist us with locating vehicles and driver safety.

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 I-pads
- 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