

COMBINED PROGRAM DIRECTOR'S REPORT

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

	April	May	June
Units under lease on the 1st day of the month	613	614	621
Incoming Portable vouchers administered	1	1	1
Outgoing Portable vouchers	3	3	3
VASH vouchers leased	6	6	6
NED vouchers leased	30	30	30
Total vouchers issued	25	22	33
Henderson County	19	14	31
Transylvania County	6	8	2
Total Outstanding vouchers	80	91	92
Henderson County	67	72	75
Transylvania County	13	19	17
Combined County Success Rate – 12 month	40%	41%	41%
Henderson County	39%	43%	42%
Transylvania County	38%	36%	36%
Families terminated from HCV program	5	1	5
Administrative terminations	2	0	1
New HAP contracts processed	7	7	7
Annual recertification's processed	41	41	51
Interim recertification's processed	51	25	18
Rent payments abated	4	8	2
Total Families on Waiting List	568	640	657
Henderson County	442	495	506
Transylvania County	126	145	151
Total # of Family Self-Sufficiency Participants	25	25	25
FSS participant's contributing to escrow	15	14	14
HCV Homeownership participants	6	6	6
HQS Inspections performed	76	106	73

Transportation Department – Henderson County
Tim Camp, Transportation Director

	April		May		June	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	5,816	14,824	5,852	14,824	5,368	10,987
Para Transit	117	341	121	327	100	295
HCCBG						
HCCBG General (shopping/meal site)	0	0	105	660	0	0
HCCBG Medical (Title III)	85	388	84	494	43	344
5311 Operating/5310 Operating - ROAP						
5310 - Operations - Green River	511	3,299	404	2,631	433	2,814
ROAP - RGP - Edneyville	364	3,941	322	3,534	302	3,660
ROAP - E&D TAP	217	2,072	181	1,988	174	2,054
ROAP - Work First	270	2,123	158	962	167	1,582
Contractual Transportation						
H CO Medical (SameDay/NextDay)	42	442	78	395	119	715
FISH	26	151	78	489	76	438
Vocational Solutions	181	442	200	1,777	152	937
ModivCare (Medicaid)	0	0	0	0	0	0
SafeRide (Medicare)	2	109	8	136	8	69
Healthy Opportunities Pilot (HOP)	5	50	7	74	5	49

Transportation Report – July 2024

The Transportation team is excited to announce we have added a new full-time CDL driver and an intermittent van driver to our team. Unfortunately, we were involved in an accident this month. The accident was very minor, resulting in no damage to our van and a scratch and small hole in the bumper of the car involved. The accident happened at the intersection of Spartanburg Hwy and Greenville Hwy. On a positive note, the Transit bus that was involved in an accident last month has been repaired and is back in service. Ridership and demand continue to increase as we move further away from the pandemic. Transportation was successful in getting paper copies of our strategic plan questionnaire out to all vans and transit routes.

Deb Haight, Director of Community Services for Transylvania County						June 2024	
SENIOR NUTRITION PROGRAM						No. Volunteers	No. Volunteer Hours
27	Participants/Silvermont Lunch Plus	251	Meals Served	3	14		
21	Participants/Quebec Lunch Plus	94	Meals Served				
14	Participants receiving Mobile Meals	112	Meals Delivered				
	Families at MANNA Food Distribution		Individuals Served	Quebec Food Box Clients		2	
				Quebec Box Meals		4	
67	Total Ensure Clients (7 Total under 60)	864	Total Ensure Meals	Mobile Food Box Clients			
				Mobile Box Meals			
792	Ensure Meals >60	72	Ensure Meals <60	SOC Food Box Meals			
1	New Ensure Clients	9	New Congregate Clients				
	New Mobile Meals Clients	1	Referrals	# Personal Hygiene Clients		95	
SECTION 8 HOUSING		HEAD START		Tiger Town			
11	Inquiries		Inquiries	Net Sales	\$4,373.47		
17	Applications		Apps Taken	Volunteer Hrs.	117.5		
9	Applicant Inquiries		Updates	# Volunteers	10		
	Homeless Preference		105	Food Box Clients			
4	Client Updates		73	Food boxes distributed = 511 meals			
REFERRALS							
	AARP Tax Assistance			On Track			
14	Anchor Baptist & Other Food Pantries		19	Other Housing Programs			
	AARP Tax Service		3	Pisgah Legal/Legal Aid			
	BRCC Medical/Dental Clinic			Red Cross			
	Boys & Girls Club			RSVP			
10	Bread of Life		3	SAFE			
2	Child Care Subsidy		7	Salvation Army			
1	Congregate (Lunch Plus)			Self Sufficiency/Janirve			
15	County Transportation			Services for Deaf/Hard of Hearing			
13	DSS		16	Sharing House			
1	Emergency Assistance Inquiries			Sheriff's Department			
3	Family Place			SHIIP			
10	Food Stamps		1	Silvermont Opportunity Center			
	Fresh Start			Smart Start			
	Goodwill			Social Security Administration			
	Habitat			T Co Senior Services Directory			
12	Haven		16	Tiger Town			
	Head Start/NCPReK			TRAIN			
	Joblink/ESC			Transylvania Bapt. Assoc./Ramp ministry			
	Liquid Nutrition Program (Ensure)		22	United Way 211			
	Manna			Veteran's Affairs			
	Meals on Wheels (Brevard)			Vocational Rehabilitation			
	Medicaid/Health Choice		2	WAP			
	Memory Care			WIC/Baby Love			
3	Meridian			Workfirst			
	NC Cooperative Extension						
WNCSource REPRESENTATIONS by Deb Haight							
Coordinate work on various projects for Tiger Town. Submit various grants, reports and budgets. June 10th: Participate in Senior Staff/Strategic Planning Meeting							

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

Tebeau Children's Center:

The month our team supported the Children's Services presentation to the Hendersonville Board of Adjustment for approval to install a new shed/break area at our Tebeau Center. We were successful and the building has been ordered.

King Creek Children's Center:

New flooring has been installed in classroom number five. This creates a safer environment by reducing possible trip hazards that were created by existing carpet. Additionally, all walls were repaired and painted.

Sugar Hill Children's Center:

As part of our focus on preventative maintenance at this site, we replaced locks and shelving, touched up paint, repaired walls, inspected the electrical system, and made repairs as needed. The back sidewalk leading to the back parking lot has been removed and replaced due to possible tripping hazards.

Columbus Children's Center (New Center):

The building contractor has completed all internal painting, the final grading, installation of door hardware, and the removal of excess dirt from the build site. The installation of security and fire systems, cabling for cameras and WIFI, and kitchen equipment is complete. Next steps will be completing the punch list, installation of fire shield, installation of fencing and playground equipment, and completing the final asphalt topping.

Safety Highlights:

Our safety team has started working on a new objective with all locations to recognize and minimize hazardous workplace distractions. Distractions are a leading cause of on-the-job injuries and can also lead to costly errors, dangerous mistakes, lost productivity, property damage, missed safety cues, and fatalities.

Date	New Work Orders	Closed Work Orders
7/1/24 – 7/26/24	80	78

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

Information Systems Departmental Monthly Report June 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:

- IT staff have installed GPS tracking hardware in 12 out of 32 agency vehicles.
- Trim out of network and camera connections completed at the Columbus site. Next step is installation of cameras and network infrastructure and endpoints.
- Website redesign is well underway with the new design style completed and page content updates currently being added.

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