

COMBINED PROGRAM DIRECTOR'S REPORT

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

| | May | June | July |
|---|-----|------|------|
| Units under lease on the 1st day of the month | 614 | 621 | 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 | 22 | 33 | 15 |
| Henderson County | 14 | 31 | 10 |
| Transylvania County | 8 | 2 | 5 |
| Total Outstanding vouchers | 91 | 92 | 86 |
| Henderson County | 72 | 75 | 67 |
| Transylvania County | 19 | 17 | 19 |
| Combined County Success Rate – 12 month | 41% | 41% | 41% |
| Henderson County | 43% | 42% | 39% |
| Transylvania County | 36% | 36% | 36% |
| Families terminated from HCV program | 1 | 5 | 9 |
| Administrative terminations | 0 | 1 | 1 |
| New HAP contracts processed | 7 | 7 | 10 |
| Annual recertification's processed | 41 | 51 | 46 |
| Interim recertification's processed | 25 | 18 | 22 |
| Rent payments abated | 8 | 2 | 4 |
| Total Families on Waiting List | 640 | 657 | 722 |
| Henderson County | 495 | 506 | 570 |
| Transylvania County | 145 | 151 | 152 |
| Total # of Family Self-Sufficiency Participants | 25 | 25 | 23 |
| FSS participant's contributing to escrow | 14 | 14 | 14 |
| HCV Homeownership participants | 6 | 6 | 6 |
| HQS Inspections performed | 106 | 73 | 103 |

Transportation Department – Henderson County
Tim Camp, Transportation Director

| | May | | June | | July | |
|---|-------|--------|-------|--------|-------|--------|
| | Trips | Miles | Trips | Miles | Trips | Miles |
| Transit | | | | | | |
| Transit | 5,852 | 14,824 | 5,368 | 10,987 | 6,086 | 12,580 |
| Para Transit | 121 | 327 | 100 | 295 | 160 | 485 |
| | | | | | | |
| HCCBG | | | | | | |
| HCCBG General (shopping/meal site) | 105 | 660 | 0 | 0 | 526 | 3,255 |
| HCCBG Medical (Title III) | 84 | 494 | 43 | 344 | 57 | 404 |
| | | | | | | |
| 5311 Operating/5310 Operating - ROAP | | | | | | |
| 5310 - Operations - Green River | 404 | 2,631 | 433 | 2,814 | 175 | 1,461 |
| ROAP - RGP – Rural (Edneyville) | 322 | 3,534 | 302 | 3,660 | 104 | 963 |
| ROAP - E&D TAP | 181 | 1,988 | 174 | 2,054 | 90 | 1,047 |
| ROAP - Work First | 158 | 962 | 167 | 1,582 | 206 | 812 |
| | | | | | | |
| Contractual Transportation | | | | | | |
| Mountain Care Adult Day | - | - | - | - | 180 | 1,868 |
| Vocational Solutions | 200 | 1,777 | 152 | 937 | 154 | 2,116 |
| United Way | - | - | - | - | 56 | 234 |
| H CO Medical (SameDay/NextDay) | 78 | 395 | 119 | 715 | 57 | 270 |
| ModivCare (Medicaid) | - | - | - | - | | - |
| - Healthy Opportunities Pilot (HOP) | 7 | 74 | 5 | 49 | 11 | 89 |
| SafeRide (Medicare) | 8 | 136 | 8 | 69 | 8 | 74 |
| FISH | 78 | 489 | 76 | 438 | 66 | 288 |

Transportation Report – August 2024

The Transportation team is excited to announce we have added a new intermittent van driver to our team. Unfortunately, we had a fulltime CDL driver resign. We continue to increase ridership and see an increase in demand for our services. All transportation staff are maintaining the required agency, state, and federal trainings. Apple Country continues to run smoothly. We have experienced a temporary move for the stop at Pardee Hospital due to construction. The change will be in place until construction is complete but has not negatively impacted services as buses continue to stay on time for all routes.

| Deb Haight, Director of Community Services for Transylvania County | | | | | | July 2024 | |
|--|--|--|------------|---|------------------------------------|---------------------|----|
| SENIOR NUTRITION PROGRAM | | | | | No. Volunteers | No. Volunteer Hours | |
| 27 | Participants/Silvermont Lunch Plus | | 285 | Meals Served | 4 | 16 | |
| 25 | Participants/Quebec Lunch Plus | | 270 | Meals Served | 5 | 0 | |
| 17 | Participants receiving Mobile Meals | | 315 | Meals Delivered | | | |
| 8 | Families at MANNA Food Distribution | | | Individuals Served | Quebec Food Box Clients | | 2 |
| | | | | | Quebec Box Meals | | 4 |
| 76 | Total Ensure Clients (7 Total under 60) | | 948 | Total Ensure Meals | Mobile Food Box Clients | | 1 |
| | | | | | Mobile Box Meals | | 2 |
| 876 | Ensure Meals >60 | | 72 | Ensure Meals <60 | SOC Food Box Meals | | 0 |
| 8 | New Ensure Clients | | 6 | New Congregate Clients | | | |
| 1 | New Mobile Meals Clients | | 8 | Referrals | # Personal Hygiene Clients | | 81 |
| SECTION 8 HOUSING | | | HEAD START | Tiger Town | | | |
| 9 | Inquiries | | | Inquiries | Net Sales | \$4,108.45 | |
| 8 | Applications | | | Apps Taken | Volunteer Hrs. | 116.5 | |
| 5 | Applicant Inquiries | | | Updates | # Volunteers | 8 | |
| | Homeless Preference | | | 110 | Food Box Clients | | |
| 4 | Client Updates | | | 72 | Food boxes distributed = 504 meals | | |
| REFERRALS | | | | | | | |
| | AARP Tax Assistance | | | | On Track | | |
| 15 | Anchor Baptist & Other Food Pantries | | 13 | Other Housing Programs | | | |
| | AARP Tax Service | | 6 | Pisgah Legal/Legal Aid | | | |
| | BRCC Medical/Dental Clinic | | | Red Cross | | | |
| 3 | Boys & Girls Club | | | RSVP | | | |
| 14 | Bread of Life | | 3 | SAFE | | | |
| 2 | Child Care Subsidy | | 7 | Salvation Army | | | |
| | Congregate (Lunch Plus) | | | Self Sufficiency/Janirve | | | |
| 16 | County Transportation | | | Services for Deaf/Hard of Hearing | | | |
| 10 | DSS | | 28 | Sharing House | | | |
| | Emergency Assistance Inquiries | | | Sheriff's Department | | | |
| 5 | Family Place | | | SHIIP | | | |
| 12 | Food Stamps | | | Silvermont Opportunity Center | | | |
| | Fresh Start | | | Smart Start | | | |
| 3 | Goodwill | | | Social Security Administration | | | |
| 1 | Habitat | | | T Co Senior Services Directory | | | |
| 11 | Haven | | | Tiger Town | | | |
| | Head Start/NCPreK | | | TRAIN | | | |
| | Joblink/ESC | | | Transylvania Bapt. Assoc./Ramp ministry | | | |
| | Liquid Nutrition Program (Ensure) | | 21 | United Way 211 | | | |
| 1 | Manna – Hunger Coalition | | | Veteran's Affairs | | | |
| | Meals on Wheels (Brevard) | | | Vocational Rehabilitation | | | |
| | Medicaid/Health Choice | | | WAP | | | |
| | Memory Care | | | WIC/Baby Love | | | |
| 4 | Meridian | | 2 | Workfirst | | | |
| | NC Cooperative Extension | | | | | | |
| WNCSource REPRESENTATIONS by Deb Haight | | | | | | | |
| Coordinate work on various projects for Tiger Town. Submit various grants, reports and budgets. July 8th: Participate in T. County Council on Aging Meeting July 9th: Participate in WNCSource Safety Committee Meeting July 23rd: Interview Community Partners to obtain Strategic Plan Input | | | | | | | |

Facilities & Safety Department Report
Tim Camp, Director
August 2024

Tebeau Children's Center:

Our HVAC contractor, Horizon, advised that we replace one of our two HVAC units located in the back building. Due to the age of the systems, the cost of the replacement parts, and cost savings to replace both units at once, the decision was made to replace the two units. These units have been replaced with no loss of operational time. We have also completed refreshing and replacement of mulch and a preventative maintenance inspection on all playgrounds.

Sugar Hill Children's Center:

We have completed refreshing and replacement of mulch and preventative maintenance inspections on all playgrounds.

Columbus Children's Center (New Center):

The building contractor has completed grading in the front of the building, the installation of the playground equipment, and the installation of the fence bordering the playground. Next steps will be completing the final punch list, installation of fire shield, installation of the fence gates, 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. Our team presented to all centers at this year's in-service, where Tony Youngblood covered fire safety, door tailgating, security protocols, and slips, trips and falls.

| Date | New Work Orders | Closed Work Orders |
|------------------|-----------------|--------------------|
| 8/1/24 – 8/30/24 | 89 | 105 |

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

Information Systems Departmental Monthly Report August 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 22 out of 32 agency vehicles.
- Failing cameras have been replaced at King Creek Admin & Children's Center and Hillview
- Website redesign is well underway with the new design style completed and about half of the content has been rewritten and built out.

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 |