

COMBINED PROGRAM DIRECTOR'S REPORT

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

	June	July	Aug
Units under lease on the 1st day of the month	621	621	629
Incoming Portable vouchers administered	1	1	1
Outgoing Portable vouchers	3	3	4
VASH vouchers leased	6	6	6
NED vouchers leased	30	30	30
Total vouchers issued	33	15	20
Henderson County	31	10	15
Transylvania County	2	5	5
Total Outstanding vouchers	92	86	64
Henderson County	75	67	49
Transylvania County	17	19	15
Combined County Success Rate – 12 month	41%	41%	39%
Henderson County	42%	39%	39%
Transylvania County	36%	36%	36%
Families terminated from HCV program	5	9	4
Administrative terminations	1	1	1
New HAP contracts processed	7	10	11
Annual recertification's processed	51	46	36
Interim recertification's processed	18	22	24
Rent payments abated	2	4	7
Total Families on Waiting List	657	722	769
Henderson County	506	570	598
Transylvania County	151	152	171
Total # of Family Self-Sufficiency Participants	25	23	23
FSS participant's contributing to escrow	14	14	14
HCV Homeownership participants	6	6	6
HQS Inspections performed	73	103	73

Transportation Department – Henderson County
Tim Camp, Transportation Director

	June		July		August	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	5,368	10,987	6,086	12,580	6,168	12,580
Para Transit	100	295	160	485	146	382
HCCBG						
HCCBG General (shopping/meal site)	0	0	526	3,255	561	3,414
HCCBG Medical (Title III)	43	344	57	404	69	547
5311 Operating/5310 Operating - ROAP						
5310 - Operations - Green River	433	2,814	175	1,461	234	2,015
ROAP - RGP – Rural (Edneyville)	302	3,660	104	963	157	1,378
ROAP - E&D TAP	174	2,054	90	1,047	120	1,674
ROAP - Work First	167	1,582	206	812	176	887
Contractual Transportation						
Mountain Care Adult Day	-	-	180	1,868	155	1,516
Vocational Solutions	152	937	154	2,116	145	2,046
United Way	-	-	56	234	56	209
H CO Medical (SameDay/NextDay)	119	715	57	270	22	51
ModivCare (Medicaid)	0	0	0	0	0	0
Healthy Opportunities Pilot (HOP)	5	49	11	89	8	24
SafeRide (Medicare)	8	69	8	74	16	169
FISH	76	438	66	288	33	131

Transportation Report – October 2024

We had no damage to any buses or vans from the storm. So far, we have had one car reported with water damage.

On Thursday, September 26th, all vans were able to complete the day. Apple Country ran routes 1 and 3 all day but we had to shut down route 2 midday because of flooding. We were not able to run Apple Country from Friday, the 27th through Friday, October 3rd due to the storm and CNG fueling issues. Before and after the storm using our high-top vans, we were able to help evacuate people, move people to and from shelters. Working with the hospital, we helped transport people in need of oxygen and medical runs, and we have been running emergency supplies. We are still working with emergency services moving some people and supplies. The county is using one of our vans as needed to move people.

Deb Haight, Director of Community Services for Transylvania County						August 2024	
SENIOR NUTRITION PROGRAM					No. Volunteers	No. Volunteer Hours	
24	Participants/Silvermont Lunch Plus		252	Meals Served	3	12	
23	Participants/Quebec Lunch Plus		280	Meals Served	9	56	
14	Participants receiving Mobile Meals		308	Meals Delivered			
17	Families at MANNA Food Distribution		17	Individuals Served	Quebec Food Box Clients		4
					Quebec Box Meals		49
69	Total Ensure Clients (7 Total under 60)		1,260	Total Ensure Meals	Mobile Food Box Clients		3
					Mobile Box Meals		42
1,116	Ensure Meals >60		144	Ensure Meals <60	SOC Food Box Meals		0
3	New Ensure Clients		2	New Congregate Clients			
	New Mobile Meals Clients		2	Referrals	89 Total Personal Hygiene Clients / 7 < 60		
SECTION 8 HOUSING		HEAD START		Tiger Town			
11	Inquiries		Inquiries	Net Sales	\$4,912.39		
9	Applications		Apps Taken	Volunteer Hrs.	161.5		
7	Applicant Inquiries		Updates	# Volunteers	11		
	Homeless Preference		89	Total Food Box Clients		10 Food Box clients <60	
4	Client Updates		107	Food boxes distributed= 749 meals / 112 meals <60			
REFERRALS							
	AARP Tax Assistance			On Track			
12	Anchor Baptist & Other Food Pantries		14	Other Housing Programs			
	AARP Tax Service		4	Pisgah Legal/Legal Aid			
	BRCC Medical/Dental Clinic			Red Cross			
2	Boys & Girls Club			RSVP			
12	Bread of Life		3	SAFE			
	Child Care Subsidy		8	Salvation Army			
1	Congregate (Lunch Plus)			Self Sufficiency/Janirve			
6	County Transportation			Services for Deaf/Hard of Hearing			
19	DSS		16	Sharing House			
	Emergency Assistance Inquiries			Sheriff's Department			
	Family Place			SHIIP			
7	Food Stamps		1	Silvermont Opportunity Center			
	Fresh Start			Smart Start			
	Goodwill			Social Security Administration			
1	Habitat			T Co Senior Services Directory			
8	Haven		21	Tiger Town			
	Head Start/NCPReK			TRAIN			
	Joblink/ESC			Transylvania Bapt. Assoc./Ramp ministry			
	Liquid Nutrition Program (Ensure)		18	United Way 211			
4	Manna / Hunger Coalition			Veteran's Affairs			
	Meals on Wheels (Brevard)			Vocational Rehabilitation			
	Medicaid/Health Choice		1	Weatherization			
	Memory Care			WIC/Baby Love			
4	Meridian			Workfirst			
	NC Cooperative Extension						
WNCSource REPRESENTATIONS by Deb Haight							
Coordinate work on various projects for Tiger Town							
Submit various grants, reports and budgets							
August 13th: Participate in WNCSource Safety Committee Meeting							
August 14th: Participate in Transylvania Transportation Advisory Committee Meeting							
August 28th: Participate in Strategic Planning Meeting for the agency							

Facilities & Safety Department Report
Tim Camp, Director

Storm Update

Tebeau Children's Center:

We had no damage to the building, no water in the building, and no trees down. We do have debris down on property.

Sugar Hill Children's Center:

We had no damage to the building, although there is some water in the building. There are no trees down. We do have debris down on property.

Columbus Children's Center (New Center):

We had no damage to the building, no water in the building, and no trees down. We have debris down on property.

King Creek Main Office:

We had a roof leak in the CFO office and two trees down. Two HVAC units are not working. The roof is under warranty and the vendor is scheduled for repairs. The vendor is working on HVAC system and believes the problem to be a controller issue.

King Creek Children's Center:

We had roof leaks, one tree down and debris. The roof is under warranty and the vendor has scheduled repairs.

Forest City Children's Center:

We had no damage to the building, no water in the building, and no trees down. We have debris down on the property.

Hillview Children's Center:

We had no damage to the building, although we had a few small roof leaks. There are no trees down. We have debris down on property.

Etowah Children's Center:

We had significant flooding in the back part of our Etowah Center. This impacted two classrooms, offices, and a hall storage area. In classroom four, most furniture and children's supplies will be a complete loss. We have had vendors on site and we are working on clean up and next steps. The building will be usable for a period of time.

Tiger Town:

We had no damage to the building, no water in the building, and no trees down. We have debris down on the property.

7th Ave:

We had no damage to the building, no water in the building, and no trees down. We have debris down on the property.

English Hills:

There appears to be a roof issue with at least one building. We are not sure if it is storm related. No other visible damage noted from the road.

Excelsior Apartments:

No visible damage from the road.

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

Information Systems Departmental Monthly Report September 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 all agency vehicles.
- We have restored networks at all sites post Helene and are waiting for the internet to be restored at the Tebeau Street Center only
- 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