

### **Hurricane Helene Recovery**

WNCSource continues to recover from hurricane Helene. We are also helping the communities we serve recover. A few of these efforts are listed below:

- Robert Hooper, Housing Director, has applied to HUD for waivers on Housing Choice Vouchers that will make them easier to use during storm recovery
- Linda Carter, Early Childhood Education Director, worked with World Central Kitchen to provide 75 to 135 meals daily to community members October 16 – November 1
- Tim Camp, Transportation Director, worked with Henderson County staff allowing WNCSource transportation to provide shuttle service at the Henderson County FEMA Center
- Deb Haight, Older Adults Services Director, worked with Lake Toxaway Charities to deliver space heaters to our clients in Transylvania County
- Kiki Jackson, Family Services Manager, and Bridgett Librado, EHS Program Services Manager, worked with Carolina Day School to distribute baby formula, baby food and diapers to our Early Head Start families
- Ibby Whitten, CFO, and Terri Bowman, Development Director are working with our insurance carriers, FEMA and private grant sources to secure funds for agency recovery

These are just a few examples of our ongoing work. As you saw in Terri Bowman's presentation at the October Board meeting, we have a very capable staff that is willing to go above and beyond.



WNCSource staff and World Central Kitchen volunteers preparing to give meals to the community at our King Creek Children's Services facility.

**A Perfect Section 8 Management Assessment Program (SEMAP) Score**

Congratulations to the WNCSource Housing Department for a perfect 100 SEMAP score for the fiscal year that ended June 30, 2024! This puts us in the **High** performer range. WNCSource is measured on thirteen indicators that show how well we are managing the Housing Choice Voucher (HCV) program. For the fiscal year ending June 30, 2023 we scored a 67, which put us in the **Standard** performer range. Robert Hooper and his staff, most of whom have been with WNCSource for less than three years, have learned quickly. Ibby Whitten, Kim Hall and Controller Erin Outlaw are included in this celebration. They provide crucial support for HCV. The letter from HUD is attached to my report.



Casual Friday picture of Housing Department staff Robert Hooper, Director; Elizabeth Mackin, Eligibility Specialist; William Shepherd, Family Self Sufficiency Coordinator and not pictured Sonya Flynn, Senior Housing Specialist.



## U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

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October 9, 2024

Mr. Robert Hooper  
Executive Director  
WNC Source  
220 King Creek Boulevard  
Hendersonville, North Carolina 28792

Dear Mr. Hooper:

Thank you for completing your Section 8 Management Assessment Program (SEMAP) certification for **WNC Source PHA**. We appreciate your time and attention to the SEMAP assessment process. SEMAP enables HUD to better manage the Section 8 tenant-based program by identifying PHA capabilities and deficiencies related to the administration of the Section 8 program. As a result, HUD will be able to provide more effective program assistance to PHAs.

The final SEMAP overall score in percentage for the fiscal year ended **6/30/24** is **100**. The following are your scores on each indicator:

Indicator 1:	Selection from Waiting List (24 CFR 982.54(d)(1) and 982.204(a)	<b>15 points</b>
Indicator 2:	Reasonable Rent (24 CFR 982.4, 982.54(d)(15), 982.158(f)(7) and 982.507)	<b>20 points</b>
Indicator 3:	Determination of Adjusted Income (24 CFR part 5, subpart F and 24 CFR 982.516)	<b>20 points</b>
Indicator 4:	Utility Allowance Schedule (24 CFR 982.517)	<b>5 points</b>
Indicator 5:	HQS Quality Control (24 CFR 982.405(b)	<b>5 points</b>
Indicator 6:	HQS Enforcement (24 CFR 982.404)	<b>10 points</b>
Indicator 7:	Expanding Housing Opportunities	<b>5 points</b>
Indicator 8:	Payment Standards (24 CFR 982.503)	<b>5 points</b>
Indicator 9:	Timely Annual Reexaminations (24 CFR 5.617)	<b>10 points</b>
Indicator 10:	Correct Tenant Rent Calculations (24 CFR 982, Subpart K)	<b>5 points</b>
Indicator 11:	Pre-Contract HQS Inspections (24 CFR 982.305)	<b>5 points</b>
Indicator 12:	Annual HQS Inspections (24 CFR 982.405(a)	<b>10 points</b>
Indicator 13:	Lease-Up	<b>20 points</b>
Indicator 14:	Family Self-Sufficiency (24 CFR 984.105 and 984.305)	<b>N/A</b>
Indicator 15:	Deconcentration Bonus	<b>N/A</b>

Your overall performance rating is **High**. Thank you for your cooperation with the SEMAP process.

Sincerely,

*Raquel K Hardin*

Raquel K. Hardin  
Division Director, Office of Public Housing  
Office of Field Operations  
U. S. Department of Housing and Urban Development