

## COMBINED PROGRAM DIRECTOR'S REPORT

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

	Aug	Sept	Oct
<b>Units under lease on the 1<sup>st</sup> day of the month</b>	629	629	623
Incoming Portable vouchers administered	1	1	1
Outgoing Portable vouchers	4	5	4
VASH vouchers leased	6	6	6
NED vouchers leased	30	30	29
<b>Total vouchers issued</b>	20	7	7
Henderson County	15	5	5
Transylvania County	5	2	2
<b>Total Outstanding vouchers</b>	64	65	57
Henderson County	49	58	51
Transylvania County	15	7	6
<b>Combined County Success Rate – 12 month</b>	39%	39%	39%
Henderson County	39%	39%	39%
Transylvania County	36%	38%	43%
Families terminated from HCV program	4	7	2
Administrative terminations	1	1	0
New HAP contracts processed	11	9	8
Annual recertification's processed	36	53	52
Interim recertification's processed	24	34	20
Rent payments abated	7	4	2
<b>Total Families on Waiting List</b>	769	702	629
Henderson County	598	605	521
Transylvania County	171	97	102
<b>Total # of Family Self-Sufficiency Participants</b>	23	25	25
FSS participant's contributing to escrow	14	12	11
HCV Homeownership participants	6	6	6
HQS Inspections performed	73	71	47

**Transportation Department – Henderson County**  
***Tim Camp, Transportation Director***

	August		September		October	
	Trips	Miles	Trips	Miles	Trips	Miles
<b>Transit</b>						
Transit	6,168	12,580	4,790	10,198	4,323	10,864
Para Transit	146	382	99	259	94	309
<b>HCCBG</b>						
HCCBG General (shopping/meal site)	561	3,414	421	2,322	414	2,239
HCCBG Medical (Title III)	69	547	40	326	30	419
<b>5311 Operating/5310 Operating - ROAP</b>						
5310 - Operations - Green River	234	2,015	170	1,389	173	1,628
ROAP - RGP – Rural (Edneyville)	157	1,378	142	1,201	111	954
ROAP - E&D TAP	120	1,674	112	1,184	108	1,268
ROAP - Work First	176	887	160	831	204	844
<b>Contractual Transportation</b>						
Mountain Care Adult Day	155	1,516	129	1,392	79	930
Vocational Solutions	145	2,046	101	1,351	99	1,184
United Way	56	209	48	183	46	184
H CO Medical (SameDay/NextDay)	22	51	11	36	27	191
ModivCare (Medicaid)	0	0	8	0	0	0
Healthy Opportunities Pilot (HOP)	8	24	8	26	7	58
SafeRide (Medicare)	16	169	2	16	2	67
FISH	33	131	20	100	37	841

Deb Haight, Director of Community Services for Transylvania County					October 2024	
SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours	
21	Participants/Silvermont Lunch Plus	216	Meals Served	2	10	
24	Participants/Quebec Lunch Plus	228	Meals Served	19	75	
15	Participants receiving Mobile Meals	281	Meals Delivered			
31	Families at MANNA Food Distribution		Individuals Served	Quebec Food Box Clients		6
				Quebec Box Meals		11
69	Total Ensure Clients ( _7_ Total under 60)	804	Total Ensure Meals	Mobile Food Box Clients		10
				Mobile Box Meals		18
720	Ensure Meals >60	84	Ensure Meals <60	SOC Food Box Meals		84
2	New Ensure Clients	1	New Congregate Clients			
	New Mobile Meals Clients	2	Referrals	_96_ Personal Hygiene Clients		_7_ <60
SECTION 8 HOUSING		HEAD START	Tiger Town			
2	Inquiries		Inquiries	Net Sales	2,997.38	
7	Applications		Apps Taken	Volunteer Hrs.	73	
7	Applicant Inquiries		Updates	# Volunteers	10	
	Homeless Preference		110	Food Box Clients	_10_ Food Box Clients <60	
4	Client Updates		104	Food boxes distributed = 728 meals / _56_ meals served <60		
REFERRALS						
	AARP Tax Assistance		On Track			
15	Anchor Baptist & Other Food Pantries	16	Other Housing Programs			
	AARP Tax Service	5	Pisgah Legal/Legal Aid			
	BRCC Medical/Dental Clinic		Red Cross			
	Boys & Girls Club		RSVP			
13	Bread of Life	3	SAFE			
	Child Care Subsidy	14	Salvation Army			
	Congregate (Lunch Plus)		Self Sufficiency/Janirve			
1	County Transportation		Services for Deaf/Hard of Hearing			
7	DSS	2	Sharing House			
	Emergency Assistance Inquiries		Sheriff's Department			
3	Family Place		SHIIP			
15	Food Stamps		Silvermont Opportunity Center			
	Fresh Start		Smart Start			
	Goodwill		Social Security Administration			
4	Habitat		T Co Senior Services Directory			
11	Haven	14	Tiger Town			
	Head Start/NCPreK		TRAIN			
	Joblink/ESC		Transylvania Bapt. Assoc./Ramp ministry			
	Liquid Nutrition Program (Ensure)	17	United Way 211			
	Manna / Hunger Coalition		Veteran's Affairs			
	Meals on Wheels (Brevard)		Vocational Rehabilitation			
	Medicaid/Health Choice	2	Weatherization			
	Memory Care		WIC/Baby Love			
2	Meridian		Workfirst			
	NC Cooperative Extension					
WNCSource REPRESENTATIONS by Deb Haight						
Coordinate work on various projects for Tiger Town						
Submit various grants, reports and budgets						
Coordinate closures and activities connected with Hurricane Helene						
October 22nd: Participate in WNCSource Senior Staff Meeting						

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

**Maintenance Highlights:**

Our maintenance team continues work on landscaping and debris removal across the four counties we represent. This includes removal of leaves and branches, fence repair, replacement of mulch where needed, adding sand that was blown away, cleaning gutters, and overall playground maintenance as needed.

**Tebeau Children's Center:**

A new storage building with a break area has been delivered to our Tebeau Center. Our safety team had to make the following modifications:

- Ground anchors attached to building frame
- Steps and hand railings placed along front porch area
- Underlayment hung on interior walls for shelving installation

**King Creek Main Office:**

Roof leak has been repaired at no cost to the agency.

**Etowah Children's Center:**

The Etowah center remains closed due to flood damage. We are waiting for a meeting with our engineer to determine next steps.

Date	New Work Orders	Closed Work Orders
11/1/24 – 11/29/24	86	96

**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:

- New internet service installed at Columbus (Spectrum)
- Network equipment setup at Columbus
- Cameras to be installed before holiday break

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