

HARLAN COUNTY COMMUNITY ACTION AGENCY, INC. TRANSIT DEPARTMENT FY24-25							
FISCAL YEAR JULY 2024 \ JUNE 2025				3/17/2025-UPDATE			
MONTH	MEDICAID TRIPS	DEMAND TRIPS	INTERCITY TRIPS	VET TRIPS TRIPS	JOBS TRIPS	TOTAL SERV. MILES	TOTAL DRIVING HOURS
JUL-24	2023	662	2	48	1183	72370	4676.25
AUG-24	1980	795	1	29	1301	78820	4628.75
SEPT-24	1884	633	2	41	1373	70821	4287.75
OCT-24	1930	686	0	68	1673	75948	4753
NOV-24	1647	635	1	56	1365	70557	4198.75
DEC-24	1649	635	2	62	1368	65996	4259.75
JAN-25	1611	635	1	64	1459	72460	4404
FEB-25	1519	717	0	53	1389	66358	3921.75
MAR-25							
APR-25							
MAY-25							
JUN-25							
TOTALS	14243	5398	9	421	11111	573330	35130
AVG\MO	1780	675	1	53	1389	71666	4391

1) Harlan County CAA has Installed a New HVAC unit in Dispatch & Reception Area

2) HCCAA will Start a IFB for a new Generator for Transportation in April.

3) FY26 asking for (2) 8x1 rear loading W/C vans & (1) 8x2 Narrow Body Cutaways (16) Camera Systems to finish HCCAA Fleet.

Homeless Program Totals January 28th-March 24th 2025

COC SSO Services Only-7 active clients

ESG Program—5 active clients

ESG Rent/Deposits Paid---\$3,800.00

ESG Utilities Paid--\$630.13

COC-PSH Program—5 active clients

COC-PSH Rent Paid--\$4,562.30

COC-PSH Utilities Paid—\$285.00

of adults transported—11

of children transported—6

WIOA FACT SHEET

March 17, 2025

Youth

ISY Work Experience	3
OSY Work Experience	11
Enrolled into CDL	2
Enrolled into Lineman	4

Adult/DW/Storm

Adult	257
DW	2
Storm Work Experience	20
Jobs	91
Credentials	35
OJT'S	2
Apprenticeships	2

Career Development Specialist

Contacts	180
Internships	4
Businesses Served	120
Teleworks Enrollments	24

Board Meeting

3/24/2025

2024/2025 Community Needs Assessment

267 Responses

Employment 1st, Housing 2nd, Education 3rd, Health 4th, Income and Asset Building 5th, Support Services/Emergency Supports or Services 6th, Civic Engagement 7th.

2024/2025 Harlan County Customer Satisfaction Services/outcomes.

149 Responses

Great -105, Above Average 25, Average 13, Poor to Average 4, Poor services 2.

2024/2025 Harlan County Customer Satisfaction/General

160 Responses

Great 115, Above Average 29, Average 13, Poor to Average 0, Poor Services 3.

Board Meeting 3/24/2025

Goodwill, served 2 spent \$150.00

Wintercare, served 1 spent \$ 300.00

State Emergency Served 2 spent \$632.75

LIHEAP served 1,367 spent \$30,527.00

Total served 1,372

Total spent \$31,609.75