

PROGRAM DIRECTOR'S REPORT

Head Start/Early Head Start/NC Pre-K – Henderson, Polk & Transylvania Counties *Linda Carter, Director of Children's Services, May 2021*

Covid Updates: During the month, 4 classrooms were shut down directly related to Covid incidents and 9 classrooms shutdown due to lack of staff, indirectly related to Covid and 1 classroom shutdown due to a broken AC unit. The application for the \$770,546 in American Rescue funding was submitted and is pending approval. We are still on schedule to have operations back to normal and have two Head Start classrooms open during the summer with extended care offered from 2:30 pm - 5:30 pm scheduled beginning June 14th. There are also plans for extended care for Early Head Start classrooms from 2:30 pm- 5:30 pm starting on the same date.

Facilities Updates: The Hendersonville Board of Adjustments approved the proposed improvements to the Tebeau property on May 11th. Peacock Architects should have final drawings for Tebeau by June 11th and proposals for work quotes out by June 18th. A private pay monthly billing rate for up to four child care slots for Polk County Public Schools' employees was provided for the MOA which is up for approval in June for WCCA's use of classroom space at Sunnyview Elementary. Work is attentively scheduled to start on June 15th to convert Sunnyview classrooms to EHS rooms. Odom Engineering is working on renovation plans for review for the Forest City leased site and should present on June 4th.

Head Start/NC Prek Updates: Amy Smith provided an Outdoor Learning Environment (OLE) presentation to Policy Council at the May meeting. Current projects on the King Creek OLE pilot include delivery of 4 large boulders and river rock, as well as volunteer assistance with the installation of 9 foot teepee and the creation of multiple raised vegetation garden beds. The development of an OLE Plan is underway which is getting a huge boost from the American Rescue Funding for approximately ten WCCA sites, as well as for the CCP sites.

An Assistant Area Manager position to support the Henderson County Stand-alone/school sites and Area Manager, Wanda Busse, is in the process of being hired. We are also working on hiring multiple Head Start and NC Pre-K qualified lead teachers for the 2021-22 school year.

Our current NC Pre-K staff were surveyed to gauge capacity to participate in "NC Pre-K Summer Learning Program " brought forth by DCDEE on May 17th. At this time, we are unable to participate in the program due to the last minute announcement not giving us adequate planning time. There would be difficulty in meeting the outlined program parameters, teacher credential requirements and having insufficient staff. Forty-two "Summer Learning Kits" were distributed to NC Pre-K children (rising Kindergarteners) in Henderson County who were virtual during the Month of February, funded by DCDEE.

Family Services Updates: Home Base Visitors completed their second Parents as Teachers training in May. The training focused on children ages 3 – 5 curriculum. There is one opening for a Home Based Bilingual Early Intervention Specialist, and we hope to fill that by the end of the summer. Home Base hosted their first in-person socialization of the year at the park and parents reported how nice it was to be together again.

Family Advocates completed their second home visits and are wrapping up with their Head Start families for the year. Interviewing for the EHS expansion grant FA positions have started and should be filled by the first of August. Enrollment is wrapping up this school year and taking applications for next year. A Bilingual ERSEA Specialist position has been hired and was added due to the EHS expansion grant. Margaret Hannon, EHS teacher in Polk County, has accepted the position. Family Services Manager, Kimberly Siefert, resigned, effective June 30th. She and her family will move to Greensboro, NC to work and be closer to family.

ERSEA policies and procedures were finalized under the guidance of outside consultant, Foundations for Families, the last week of May and will be implemented by the ERSEA team effective June 1st. Kiki Jackson, Home Based Coordinator, has been tasked with overseeing the implementation and monitoring over the next several weeks.

Program Support Services: Behavioral-based interviewing training took place on May 6th for all supervisors. Children's Services supervisors and managers received an update on the HR software, WorkForce Go, the implementation, workflows, and projected timing for in-person training by Bobby Kimmons, HR Director and Elizabeth Whitten, CFO, at the May 24th management team meeting. Roll-out/training is anticipated the end of June. Year-end child assessments were completed during the month and the data is being evaluated and formatted for reporting. Coaches have been recording baseline curriculum fidelity scores to help inform the coaching and work in the EHS classrooms and with site supervisors. Hearing/Vision screenings for Home-based families are planned at three central locations over the summer. Local food partnerships helped 178 children receive produce kits. The Program Support Services Manager, Amy Phillips, had emergency surgery on May 25th and is recouping at home the next few weeks. Her team is reporting to the CS Director in the interim.

Data & Compliance: CACFP reviews have all been completed for the program year. All required reviews were completed and no issues of concern were identified. Rachel Walker and Meghan Arnold are working over the summer to ensure that all CACFP requirements are met in each of the classrooms. One way that this will be completed efficiently will be with the creation of electronic CACFP files for each of the sites. This will allow for consistency and transparency for the CACFP program across locations.

We are continuing to make improvements to ChildPlus and expanding the abilities that we have to capture important data. We have been working to improve workflows within the system and to provide additional training to staff, as needed. As sites or individuals have struggles with the ChildPlus system, Meghan Arnold is working with them individually to provide additional training and support. Preparations for the Program Information Report (PIR) is underway and teams are reviewing their data. The final report is due to Head Start by August 31st.

EHS & Childcare Partnership Updates: EHS classrooms are getting ready for a week-long break May 31st through June 4th to clean classrooms and regroup for the upcoming program year. We have been working to create high quality staffing teams at each site and have identified vacancies across the board. EHS and HS are working as a team to interview and hire qualified teachers. Across programs, we are seeing significant staffing shortages, and are working with sites to address these as they arise.

The newly hired Child Care Partnership Coordinator, Kathleen McDavid, begins on June 16 and will be working with Smart Start in Transylvania County to identify and establish up to 4 Family Child Care

homes. In addition, we are working to bring more intentionality into the monitoring process and reviewing data at every Director's meeting including educational and health outcomes as well as Performance Standards.

Other Highlights: **Planning for 2021-2022:** A meeting was held on 5/21 to inform the Family Advocates that they will be receiving a dedicated coach (they will also coach the Parent Educators) and dedicated office space in childcare centers for the new program year. The supervisor reporting structure will change: FAs will report to the site supervisor at the center where they are located, or for school sites, to the area manager. This change will eliminate the FA Coordinator position. The change is being made based on research and in an effort to remove barriers that impact the work of the FAs; this is really the best model that will facilitate teamwork and family engagement for the FAs and other staff. Families will only benefit from the change. Some FAs who cover more than one site will have scheduled times at each site. A meeting was also held with all FAs on 5/27 to answer additional questions and provide more details and logistical information. The first training of a series is being held on June 1st for Site Supervisors and Area Managers to help prepare them for supervising the Family Advocate position. **Substitute Teacher Pool:** There are eleven truly active substitutes right now; three current employees will be transitioning from FT or PT status to substitute status on a permanent basis; there is a planned hire in the fall, plus one other substitute teacher in the pipeline; we are in a better position now than during the peak COVID times. **Meetings:** Children's Advisory Meeting: Members could not attend the scheduled meeting on May 11th so a video presentation by CFO, Elizabeth Whitten, was sent to members to show the financing options for the planned Columbus facility. The Children's Services Recruitment Committee met on May 5th to continue work on children and family recruitment efforts. The Safety Committee, led by Safety and Facilities Coordinator, Tony Youngblood, met on May 7th. **Rotary Readers:** Margit Nelson gave a presentation to the Rotary Club on May 4th in hopes of resurrecting the Rotary Reader's Program. **Focus Area I:** The teams did an excellent job with their interviews with the Head Start Focus Area I (FA1) Interviewer, Patricia Hillman, the week of May 17th. We anticipate the formal FA1 report from Head Start in approximately one month.

Covid Classroom Impact - May 2021

Classroom	Reason	Date(s)	Day(s) Out	Staff Affected	Children Affected	Cumulative Days Out: Staff	Cumulative Days Out: Children
Clear Creek 1 Classroom Closed	Lack of Staff Coverage	5/4	1	2	12	1	12
KCCC 1 Classroom Closed	Lack of Staff Coverage	5/10	1	2	7	2	7
Fletcher 1 Classroom Closed	Child Exposure/Symptoms	5/11, 5/12	2	2	12	4	24
Etowah 1 Classroom Closed	Staff Symptoms	5/19	1	2	9	2	9
Dana 1 Classroom Closed	Lack of Staff Coverage	5/21	1	2	14	2	14
Children Screened out prior to entering classroom (not already counted in classroom closings already)**	Child Exposure/Symptoms	various	83	N/A	26	N/A	83
Staff Out-Covid Related, but not associated with the classroom	Staff Exposure/Symptoms	various		4		26	
Hillview Staff-Work Schedule Issues	Child care issues due to school's schedule	3, 4, 7, 10, 11, 14, 17, 18, 21, 24, 25, 28		3		16	
Totals:				17	80		

ALL classrooms were closed Monday, May 31st due to Memorial Day.
 Head Start and NC Pre-K Classrooms last day was Friday, May 28th.

**This number does not include families who chose to exclude themselves.

***Classroom shut down after started
 Some classes switched to virtual when closed. These days were still counted as being affected.

Non-Covid Related Closings

Bruce Drysdale 1 Classroom Closed	Both Staff Out (no two subs in a classroom) - one long term Worker's Comp	5/13, 14, 17, 24	4	2	10	8	40
Mills River 1 Classroom Closed	Both Staff out (no two subs in a classroom)	5/21	1	2	12	2	12
Fletcher 1 Classroom Closed	Both staff out (no two subs in a classroom)	5/27	1	2	12	2	12
Etowah*** 3 Classrooms Closed EARLY	AC broken, licensing/high temps require children leave @ 12:30	5/27, 5/28	1	6	27	6	27
Hillview 1 Classroom Closed	Both Staff Out (no two subs in a classroom)	5/28	1	2	4	2	4

Sugar Hill - COMBINED two Classrooms	Lack of Staff Coverage	5/15-5/28		2	4 & 4		
Main St - COMBINED two classrooms	Lack of Staff Coverage	5/3-5/28		1	4 & 6		

Housing Department - Henderson & Transylvania Counties
Sheryl Fortune, Director of Housing
April 2021

Units under lease on March 1, 2021	663
Incoming Portable vouchers administered	1
Outgoing Portable vouchers	4
VASH vouchers leased	2
Total vouchers issued	4
Henderson County	2
Transylvania County	2
Total Outstanding Vouchers	28
Henderson County	17
Transylvania County	11
Families terminated from HCV program	6
Administrative terminations	1
New HAP contracts processed	8
Annual recertifications processed	44
Interim recertifications processed	17
Rent payments abated	22
Total Waiting List Families	617
Henderson County	470
Transylvania County	147
# of Family Self-Sufficiency participants	29
FSS participants contributing to escrow	10
FSS Program "graduates"	129
HCV Homeownership participants	10
HQS Inspections	59

Sheryl Fortune participated virtually in HUD webcast re new INSPIRE Inspection protocol, WCCA's Branding Committee Meeting, WCCA new hires orientationm, HAC's Executive Board Meeting, English Hills Apartments general partners meeting , and real estate annual continuing education.

Transportation Department – Henderson County
Jeff Roper, Transportation Program Manager
March 2021

	Feb 2021		Mar 2021		April 2021	
	Trips	Trips	Miles	Miles	Trips	Miles
Transit						
Transit	3109	3780	15497	13420	3809	14150
Para Transit	104	153	662	478	108	480
HCCBG						
HCCBG General (shopping/mealsite)	594	862	776	562	796	795
HCCBG Medical (Title III)	90	80	514	641	76	547
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	203	225	1036	1077	202	958
ROAP - E&D TAP	140	175	575	432	141	360
5310 - Operations - Green River	31	56	406	335	73	496
ROAP - Work First	61	75	504	386	170	713
Contractual Transportation						
H CO Medical (SameDay/NextDay)	2	2	8	28	41	168
Vocational Solutions	129	267	965	506	175	559
Medicaid (Future)						

Activities:

- 5/5 installation of auto passenger count system in transit buses
- 5/5 monthly Integrated Mobility Division meeting
- 5/10 auto passenger count system call
- 5/11 Fortress Mobile camera system demo with Jonathan Stanley
- 5/12 Senior Staff meeting
- 5/13 Trip Master scheduling software training
- 5/18 attended monthly board meeting
- 5/20 facilitated quarterly Transportation Advisory Board meeting
- 5/24 attended Transportation Subcommittee meeting
- 5/25 attended regional transit operators meeting
- 5/26 attended NCPTA monthly meeting
- 5/27 Senior Staff meeting
- 5/28 cost comparison meeting with Jonathan Stanley

May has been a most productive month. We have signed a contract with ModivCare and are in the process of getting our non-emergency medical transportation (NEMT) accreditation through NCATS. We have also received a contract for review from the other NEMT broker, One Call.

The automatic passenger count system has been installed in all six-transit buses and will go live sometime at the beginning of June. We will also go live with the implementation of our new software scheduling system Trip Master. Additionally and with the help of Jonathan Stanley, we are close to choosing the new provider for updated camera systems in our 15 vans. Our current equipment is antiquated and needs replacing. The newer equipment and technology will enable us to provide a better and safer service for the citizens that use our services. It will also grant more opportunities for driver training. Finally and with the help of Terri Bowman, we ordered the new Ford Transit Connect van with the grant awarded to WCCA by the Sisters of Mercy.

Deb Haight, Director of Community Services for Transylvania County				May 2021			
SENIOR NUTRITION PROGRAM					No. Volunteers	No. Volunteer Hours	
16	Participants/Silvermont Lunch Plus	203	Meals Served	4	30		
24	Participants/Quebec Lunch Plus	430	Meals Served	7	39		
21	Participants receiving Mobile Meals	360	Meals Delivered				
8	Families at MANNA Food Distribution	19	Individuals Served				
37	Total Ensure Clients (3 Total under 60)	1248	Total Ensure Meals				
1200	Ensure Meals >60	48	Ensure Meals <60				
3	New Ensure Clients		New Congregate Clients				
1	New Mobile Meals Clients	3	Referrals				
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
5	Inquiries	3	Inquiries	Net Sales	\$4,968.19	Net Sales	\$7,758.94
	Applications		Apps Taken	Volunteer Hrs.	124.75	Volunteer Hrs.	84
3	Applicant Inquiries		Updates				
	Homeless Preferences						
	Client Updates						
	AARP Tax Assistance			On Track			
	Anchor Baptist Food Pantry			Other Housing Programs			
	AARP Tax Service			Pisgah Legal/Legal Aid			
	Boys & Girls Club			Red Cross			
	BRCC/FAFSA/Pell Grant			Rec. Dept.			
	Bread of Life			RSVP			
	Brevard Recovery Education Center			SAFE			
	Child Care Subsidy			Salvation Army			
	Congregate (Lunch Plus)			Samuel's Haven			
	County Transportation			Self Sufficiency/Janirve			
	CRC			Services for Deaf/Hard of Hearing			
	DSS			Sharing House			
	Emergency Assistance Inquiries			Sheriff's Department			
	Family Place			SHIIP			
	Food Stamps			Silvermont Opportunity Center			
	Fresh Start			Smart Start			
	Goodwill			Social Security Administration			
	Haven			T Co Senior Services Directory			
	Head Start/NCPReK			Tiger Town			
	Joblink/ESC			TRAIN			
	Liquid Nutrition Program (Ensure)			United Way 211			
	Manna			Urgent Repair/Single Family Rehab			
	Meals on Wheels (Brevard)			Veteran's Affairs			
	Medicaid/Health Choice			Vocational Rehabilitation			
	Memory Care			WAP			
	Meridian			WIC/Baby Love			
	NC Cooperative Extension			Workfirst			
	Foreclosure Prevention			Workman's Compensation			
WCCA REPRESENTATIONS							
May	Coordinated work on various projects for Bargain Hendo						Deb Haight
May 4 th	"What's Next After the Pandemic, Legal Issues: Webinar						Deb Haight
May 4 th	Participated in New Hire Orientation						Deb Haight
May 7 th	Agency Safety Meeting						Deb Haight
May 12 th	Participated in Senior Staff Meeting						Deb Haight
May 18 th	Participated in a Rebranding Board Meeting						Deb Haight
	Land-of-Sky CoVID Zoom call updates each Thursday						Deb Haight
May 24 th	Transylvania Co. Council on Aging						Deb Haight

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
May 2021

The Information Systems Department team, made up of Director, Jonathan Stanley and Support Specialist, Cody Miller worked on a number of projects within WCCA.

The Information Technology team spent the majority of the last month providing in person and remote support to staff. We have resumed full-time, in-person support as of April 12th. Other highlights from the last month include:

- The BOD portal on the WCCA website is now active. BOD members have received login instructions and content is being added.
- Quebec Center received a technology upgrade to assist participants in learning and using technology. We set up 6 new laptops, a high definition projector with an 80” electric screen, color printer and 65” 4K TV on a rolling cart.
- The King Creek conference room was upgraded with a high-end virtual conferencing system. The system includes 3 microphone pods and a high definition camera that supports pan, tilt and zoom features.
- ERC Broadband is in the process of completing fiber internet installations at King Creek, Sugar Hill, Main Street, Calvary Fletcher, Pisgah Forest and Tebeau Street. The new services are expected to be operational by July 1st, 2021.

The WCCA Information Systems department provides support to all staff and we maintain the following equipment:

Scope of Technology Hardware:

- 4 physical servers
- ~160 end user desktop PCs, laptops and tablets
- 90 smartphones | 18 4G/LTE tablets
- 25 managed wireless access points across 12 sites
- 14 managed network switches across 8 sites
- 135 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
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
HHA	Hendersonville Housing Authority
HUD	Housing and Urban Development
IAM	Interfaith Assistance Ministry
IDA	Individual Development Accounts
LOS	Land of Sky
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
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
TAC	Transportation Advisory Committee
TCH	Transylvania County Hospital
WAP	Weatherization Assistance Program