

PROGRAM DIRECTOR'S REPORT

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

Covid Updates: We are delighted to report no classrooms were closed due to Covid related incidents during the month. Staffing issues at Etowah Children's Center resulted in the closure of one classroom. Per HR reports, a little less than 50% of staff have reported receiving the Covid vaccine. Children's Services emails to all staff continue to encourage employees to receive the vaccine, if possible. We are planning to coordinate with a community partner to offer a Covid vaccine clinic at a WCCA site (s) this fall for enrolled families. The shot clinics can also be utilized by employees.

Facilities Update: Peacock Architects provided 90% completed drawings for the Tebeau property and sent requests for work quotes. We are awaiting proposals from 3 to 4 contractors. Drawings from Odom Engineering for the leased property in Forest City have been reviewed and changes suggested. Final drawings are anticipated by July 2nd. Once approved, Odom will send requests for work quotes. Work at Sunny View Elementary began June 15th and we anticipate licensing to be completed by early August with an Open House date of August 24th, which aligns with the opening of existing WCCA sites for the 2021-2022 school year. David and I met with Peacock Architects to redirect and clearly define the new building design needs for the now Brevard, Hillview site.

Head Start/NC Pre-k Updates: I am now serving on the HCPS Ready! Leadership Committee and attended the June meeting. One of the challenges of the committee is getting private providers to take part in Kindergarten transition meetings, trainings and other activities. I was able to provide an idea for enticing licensed child care facilities to take part by establishing HCPS, Smart Start, and Children & Family Resource Center developed and specific kindergarten transition activities, trainings and meetings that Providers can choose to take part. If Providers fully participate in the initiative, they can earn a decal (to be developed) for window display that recognizes the provider's good standing and signals to parents/guardians that children in their care are closely linked to and are well on the path to HCPS Kindergarten. The Committee is moving forward to further develop the idea.

The Outdoor Learning Environment (OLE) "Development & Advancement Plan" continues to progress with focus on the new acquisition of Tebeau Dr. (5 separate outdoor spaces, ages infants-Pre-K) and our Main St. NC Pre-K location.

King Creek OLE is approximately 90% done with a grand re-opening planning for some time in August 2021. Final installations include a music area, provocation tables connecting materials to the curriculum studies, and a large delivery of mulch.

Amy Smith is diligently working on NC Pre-K hiring and problem solving for potentially having an insufficient number of staff for the new school year and using substitutes (long term).

Family Services Updates: Parent Educators hosted their end of the year celebration at Flat Rock Park and about 50 families attended. Parent Educators provided take home activities and family prizes for families to enjoy together over the summer.

Family Advocates (FA) have completed home visits and are preparing to move to their site locations on July 1st. Site supervisors and Family Advocates participated in several training sessions during the month to prepare for the transition. On June 23, both FA and site supervisors had a wonderful time gathering together at Flat Rock Park to play games and get to know each other better. Both groups are excited to be working together and more cohesively serve families. Meghan Arnold is working with Foundations for Families to update and finalize policies and procedures, including monitoring, for Family Advocates. These will be completed by July 1st. Site supervisors and FAs will receive the procedures and be trained in early July by Meghan. The Family Advocate for Forest City, which also includes services to pregnant women, has been hired.

New ERSEA Specialist, Margaret Hannon, started work with the team. Margaret is bilingual and brings a lot of classroom and business experience to the role. Additionally, Kasheiva Jackson was promoted to ERSEA Coordinator. Kasheiva has been with WCCA for several years and started as a Home Visitor. Before moving to ERSEA, she served as the Home Base Coordinator and assisted with enrollment. We are excited to have these two wonderful additions to the ERSEA team. Camp WOW started on June 14th, and both classrooms are full. We've also started back our extended care in the afternoons, and our children and parents are enjoying the additional time at the sites. Online applications have increased throughout the month of June.

Program Support Services: Training for all supervisors in Dare to Lead, book by Brené Brown, began in June. Jenny Wood was hired for the full-time Behavior Interventionist position and Kathleen Heidbreder was hired for the full-time School Readiness Coach position. The classroom support position is still vacant and interviews are occurring. Planning is underway for the training and training schedule for our Pre-Service for all Children's Services staff in August.

Data & Compliance: 2021-2022 CACFP application process has started. The application is due September 31, 2021, but we intend to submit by September 1, 2021. The 2021-2022 PIR is due on August 31, 2021. Auditing of our PIR data has already begun and the PIR draft is scheduled to be completed by August 1st, should there be any issues to resolve.

EHS & Childcare Partnership Updates: Kathleen McDavid joined us as the Child Care Partnership Coordinator, and will be helping to establish at least 4 new family child care homes in Transylvania County. Kathleen started on June 16, but is already working with two potential family home providers in Transylvania County, helping them to understand Early Head Start and all of the Early Head Start performance standards, as well as NC licensing.

During the month, the EHS-CCP Manager, Kristy Johnson, attended the first National Head Start Leaders and Directors Academy. In addition to hearing from many of the national office leaders, Kristy learned about the direction and priorities for NHSA in the upcoming year. Included in the recommendations that the NHSA will be making to Congress as they seek reauthorization will be to: Dramatically increase the number of EHS enrollment slots to meet the number of HS slots at the national level. Consider using the Area Median Income for eligibility rather than the federal poverty guidelines (this would allow more families to become eligible).

Other Highlights: **MOA with HCPS** completed for ESEA coordination for services for families experiencing homeless. Meeting with Paula Rogalski of Hands for Hope in Rutherford County for the EHS expansion grant regarding **pregnant mother referrals** (4 referrals already in the pipeline). The **WCCA Safety Committee** met during the month to discuss current issues, monitoring and assigned

tasks, especially those related to the FA 2 review. Children's Services took part in the **\$17 WNC Agriculture Center Job Fair** on June 15th. Van's Chocolates were given away to help attract attendees to the WCCA table. Unfortunately, most attendees were primarily focused on manufacturing jobs, however, it was a great opportunity to get WCCA's name and services out to the community at large. The last **Policy Council meeting** of the program year was held on June 16th and despite outreach efforts, few parents attended. We also kicked off our Self-Assessment process during the month. Interviewing for the **Family Services Manager** began in June. Planning for the **WCCA Job Fair at BRCC Conference Hall on July 14th** is in full promotional swing. We will have electronic billboards on I-26 Butler Bridge over pass and on Hendersonville Road-north of Airport Road starting June 28th. Flyers have been developed with a listed link to our website, which has a link to a "one stop" web page created by Amy Phillips that makes it easy to access all of the job postings, applications, WCCA benefits and sign up for an interview slot on July 14th. Facebook and Instagram ads have also been developed to promote the Job Fair, as well as radio ads for STAR 104.3 targeting the Asheville and surrounding area during peak morning and late afternoon drive times. Margit Nelson is working on Job Fair logistics and assigning tasks and responsibilities to staff to ensure a successful event. We are asking all staff and board to please share information about the Job Fair with at least 20 different individuals and or venues.

Covid Classroom Impact - June 1-28, 2021

Classroom	Reason	Date(s)	Day(s) Out	Staff Affected	Children Affected	Cumulative Days Out: Staff	Cumulative Days Out: Children
NO CLASSROOMS CLOSED							
Children Screened out prior to entering classroom (not already counted in classroom closings already)**	Child Exposure/Symptoms	various	0	0	0	0	0
Staff Out- Covid Related, but not associated with the classroom	Staff Exposure/Symptoms	various	0	0		0	
Hillview Staff- Work Schedule Issues	Child care issues	none	0	0		0	
Totals:				0	0		

ALL classrooms were closed Monday, May 31st for Memorial day, a WCCA Holiday.

ALL classrooms were closed June 1-4 for Teacher Workdays

ONLY EHS & 2 Summer Camps are open in June.

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

Non-Covid related closings:

1 Etowah Classroom Closed	1 Staff out, Other is open position (no two subs in a classroom)	6/25	1	1	7	1	7
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Housing Department - Henderson & Transylvania Counties
Sheryl Fortune, Director of Housing
May 2021

Units under lease on May 1, 2021	661
Incoming Portable vouchers administered	3
Outgoing Portable vouchers	4
VASH vouchers leased	2
NED vouchers leased	30
Total vouchers issued	2
Henderson County	2
Transylvania County	0
Total Outstanding Vouchers	24
Henderson County	14
Transylvania County	10
Families terminated from HCV program	4
Administrative terminations	3
New HAP contracts processed	8
Annual recertifications processed	52
Interim recertifications processed	6
Rent payments abated	0
Total Waiting List Families	658
Henderson County	503
Transylvania County	155
# of Family Self-Sufficiency participants	32
FSS participants contributing to escrow	11
FSS Program "graduates"	129
HCV Homeownership participants	10
HQS Inspections	15

Sheryl Fortune participated virtually in MOSAIC Development's quarterly Board meeting, Housing Committee of Blue Zones project in Brevard, as well as SERC-NAHRO's Annual Conference in Louisville, KY, where she continued to advocate for NAHRO's appeal to HUD regarding rural area Fair Market Rent inadequacy.

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

	March 2021		April 2021		May 2021	
	Trips	Trips	Miles	Miles	Trips	Miles
Transit						
Transit	15497	13420	3809	14150	3958	13476
Para Transit	662	478	108	480	119	454
HCCBG						
HCCBG General (shopping/mealsite)	776	562	796	795	898	747
HCCBG Medical (Title III)	514	641	76	547	86	508
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	1036	1077	202	958	179	1345
ROAP - E&D TAP	575	432	141	360	133	414
5310 - Operations - Green River	406	335	73	496	44	403
ROAP - Work First	504	386	170	713	203	800
Contractual Transportation						
H CO Medical (SameDay/NextDay)	8	28	41	168	23	162
Vocational Solutions	965	506	175	559	160	550
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)	624	Total Ensure Meals				
600	Ensure Meals >60	24	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.	153.25	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	

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
June 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 has new content and features being added. Please log in and check them out. If you need help logging, please contact Kim Hall or Jonathan Stanley.
- The King Creek conference room was upgraded with a new 85” TV to compliment the virtual conferencing video system that was recently added.
- 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.
- We are at the last stages of planning the purchasing and installation of IT related equipment and systems at the Tebeau and Sunny View Children’s centers.

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