

## **PROGRAM DIRECTOR'S REPORT**

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

*Covid Updates:* Two classrooms were closed during the month due to direct Covid impact and one classroom indirectly due to a lack of staff. Two Child Care Partners (CCP) also experienced closures due to Covid infections. NC DCDEE released updated Covid Child Care guidelines on 7/29 recommending weekly testing of unvaccinated workers.

*Facilities Update:* Peacock Architects sent drawings for the Tebeau property out for work quotes on July 20<sup>th</sup>. We anticipate bids will be received in approximately four weeks. Final drawings for the Forest City property from Odom Engineering were received on July 23<sup>rd</sup>. Odom should send requests for work quotes out by August 6<sup>th</sup>. Sunny View EHS classrooms are on track to open August 25<sup>th</sup>. Fire, Sanitation, and building approved - Licensing application submitted 7/27/2021. The facilities team added a partition wall, sinks, and arranged OLE fence installation in July. The MOUs with HCPS for the four NC Pre-K classrooms were signed. The decision to not continue leasing space for one NC Pre-K classroom in Pisgah Forest at Calvary Baptist Church was made after learning Transylvania County Schools plan to open an NC Pre-K classroom at Pisgah Forest Elementary, 2.2 miles from the church and site enrollment history. The WCCA NC Pre-K Rosman classroom shutdown the earlier, located at Little Blessings, a WCCA CCP, will house 4 EHS children under the expansion grant and 4 additional CCP slots for a full EHS classroom.

*Head Start/NC Pre-k Update:* Continued progress has been made on the OLE (Natural Outdoor Learning Environment) "Development and Advancement Plan" for multiple sites. Fifteen large 14x14, anchored shade structures have been procured and are waiting for professional installation (sometime before December, 2021). Landscape designs are being finalized and will be submitted to owners/management for our leased sites for their approvals by Fall 2021, and installations during this school year.

Training has occurred for site supervisors affected by the NCRLAP (NC Rated License Assessment Project), "Modified Assessment & Reflective Self-Study" process. They were provided an overview of the temporary assessment procedures resulting from COVID year and a backlog of assessment visits that need to occur (which directly affect star ratings). So far 2 WCCA sites have been identified eligible for this revised process.

Work continues on creating Subsidy payment Policies & Procedures resulting from the new payment system (Square interface) for families paying for extended care in our facilities. Square "Point of Sale" is a mobile POS system with key capabilities of online payment processing, reports, tracking, and digital receipts. Site Supervisors will be trained on the new system prior to implementation in November.

Our WCCA NC Pre-K site located in Bruce Drysdale Elementary opened on July 12<sup>th</sup>, following the HCPS Flex Schedule. Families and staff are delighted to be back "in-person" and look forward to positive and healthy school year!

*Family Services Updates:* Interviews continue for the Family Services Manager and Recruitment and Volunteer Coordinator positions. The summer has been somewhat challenging as we are down Family Advocates (FA) and finding qualified bilingual staff has been difficult. Hire letters were extended and verbal acceptances were received from two bilingual candidates on July 30<sup>th</sup>. Both will be on-board by

the start the HS school year. Kiki Jackson, ERSEA Coordinator, and team have been busy verifying enrollment applications, assigning children to classrooms and contacting families with updates. HS/NC PREK teachers return to the classroom on August 13<sup>th</sup> and will begin to reach out to families to set-up home visits. (Families return to the classrooms August 25<sup>th</sup>.)

*Program Support Services:* The team is working hard to put together the schedules, sessions, presenters and all of the logistics for the August 16<sup>th</sup> week of Pre-Service training for Children's Services staff. Pre-Service is just one part of the Professional Development Plan for the 21-22 program year that the team develops and executes. Pre-Service sessions will involve team building, individualized learning opportunities, and one day with WCCA staff joining our Child Care Partners in group training and some excitement building for the new school year. We are delighted to be hosting the training at Bonclarken Conference Center. Special thanks to **Kim Wilson** for being a presenter for child abuse and neglect training for the Children's Services staff! All Covid protocols will be in full force for the Pre-Service.

Our partnership with Brevard College has further grown to include the embedding of some family supports into one of their early childhood courses that can help support social-emotional well-being of a few WCCA families.

With the high volume of hiring, the Education team has developed a system to evaluate applicants' education levels to ensure that we are hiring qualified staff and meet our minimum education requirements. We are also excited to continue our partnership with ASAP and Bearwallow Farms to be able to provide more WCCA families fresh foods straight from the farm!

The retreat for the Self-Assessment with staff and stake holders was held at the Mountain Lodge, Hendersonville on July 28<sup>th</sup>. The report with recommendations from the group will be shared in August and voted on by Policy Council and Board in September.

*EHS & Childcare Partnership Updates:* The Camp WOW program held at Sugar Hill and Hillview will be finishing up their summer of fun on August 6. It has been an exciting program, full of field trips and play for the preschool children. Many thanks again to Jinx Vidrine for her donation to support the camp!

EHS teachers did a training on the Creative Curriculum in the Cloud. All of the Teaching Strategies materials that they once had to access via paper are available to them, with additional resources online now. This is an exciting opportunity, but may take some adjustment, as our teaching staff get accustomed to lesson planning online and using the available resources. We continue to hire for many open positions in EHS.

In our Child Care partners, we have seen an uptick in positive COVID cases. One of our partners, despite being vaccinated, tested positive for COVID and was quarantined for 10 days, and recently our partner in Rutherford County had a teacher test positive and 2 rooms in that center will be closed through August 11. We are working with them to deeply clean their centers. Contracts for Child Care Partners for the new program year will be completed by July 31.

We are working with 4 potential family child care homes in Transylvania County as a part of the recent expansion grant as well.

*Data and Compliance:* The Family the Parent, Family, and Community Engagement (PFCE) Program Services Policies and Procedures were finalized and training for Family Advocates on the new Policies & Procedures will occur in early August, when they return from break. Work has begun on developing similar policies & procedures for the Home Visiting Program. The Monitoring Team has decided to utilize Monday.com to be able to track the completion of monitoring. If and when issues are identified via the monthly monitoring team meetings, a data team will work together to determine solutions. The PIR report is due on August 31, 2021 and the CACFP Application is due on September 30, 2021. It is the intention that we are able to submit both earlier than the deadline.

*Other Highlights:* The **July 14<sup>th</sup> Job Fair at BRCC** resulted in 22 total applicants of which staff are in the process of second interviews of 4 applicants for teaching positions, 3 candidates in second round interviews for non-teaching positions and 3 applicants referred to the Children's Services newly created Child Development Associate (CDA) training pipeline program. A similar job fair is planned for August 10<sup>th</sup> at the Railroad Depot in Brevard. Fliers for the fair have been shared with GetSet members to help get the word out. Ads will run in the Transylvania Times and on WSQL radio station. Sites currently most challenged for staff are Hillview and Etowah Children's Centers. Job fair and job posting Facebook ads have also been placed. **Donations** were received from Anchor Baptist for the WCCA children and families. A palette of cereal for our WCCA children and families and boxes of loungewear from Sam's club. Thank you, Anchor Baptist! St. John in the Wilderness Episcopal Church has committed to providing children at our Hillandale site with bags of Christmas toys. The **Safety Committee** met on July 7, and the **Health Advisory Committee** met virtually on Tuesday, July 13<sup>th</sup>.

## Covid Classroom Impact - June 29-30 and July 1- 26, 2021

Classroom	Reason	Date(s)	Day(s) Out	Staff Affected	Children Affected	Cumulative Days Out: Staff	Cumulative Days Out: Children
1 Classroom Closed - Sugar Hill	Lack of Staff Coverage	7/23	1	1	3	1	3
2 Classrooms Closed - Sugar Hill	Staff Exposure/Symptoms	7/26	5	2	10	10	50
Children Screened out prior to entering classroom (not already counted in classroom closings already)**	Child Exposure/Symptoms	various	54	0	12	0	54
Staff Out- Covid Related, but not associated with the classroom	Staff Exposure/Symptoms	various	5	2	0	10	0
<b>Totals:</b>				<b>5</b>	<b>25</b>		

ALL WCCA classrooms were closed Monday, July 5<sup>th</sup> –July 9<sup>th</sup> for the 4<sup>th</sup> of July week shutdown,

\*\*This number does not include families who chose to exclude themselves.  
If classes switched to virtual when closed, these days were still counted as being affected.

### CCP Site Closures

Kids Kingdom - all 3 classrooms closed 7/29-8/11 due to Covid positive case and exposure

Laurie's Family Child Care - closed 7/9-7/22 due to Covid positive case and exposure

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

<b>Units under lease on June 1, 2021</b>	<b>661</b>
Incoming Portable vouchers administered	4
Outgoing Portable vouchers	4
VASH vouchers leased	2
NED vouchers leased	0
<b>Total vouchers issued</b>	<b>0</b>
Henderson County	0
Transylvania County	0
<b>Total Outstanding Vouchers</b>	<b>8</b>
Henderson County	6
Transylvania County	3
Families terminated from HCV program	9
Administrative terminations	6
New HAP contracts processed	7
Annual recertification's processed	45
Interim recertification's processed	4
Rent payments abated	0
<b>Total Waiting List Families</b>	<b>676</b>
Henderson County	520
Transylvania County	156
# of Family Self-Sufficiency participants	31
FSS participants contributing to escrow	8
FSS Program "graduates"	129
HCV Homeownership participants	10
HQS Inspections	36

Sheryl Fortune attended a groundbreaking event for Housing Assistance Corporation as well as its quarterly Board meeting. She also did a New Hires orientation for Children's Services and conducted an Informal Hearing.

**Transportation Department – Henderson County**  
**Jeff Roper, Transportation Program Manager**  
**June 2021**

	April 2021		May 2021		June 2021	
	Trips	Miles	Miles	Miles	Trips	Miles
<b>Transit</b>						
Transit	3809	14150	3958	13476	4144	14824
Para Transit	108	480	119	454	120	436
<b>HCCBG</b>						
HCCBG General (shopping/mealsite)	796	795	898	747	1089	991
HCCBG Medical (Title III)	76	547	86	508	88	539
<b>5311 Operating/5310 Operating - ROAP</b>						
ROAP - RGP - E'ville	202	958	179	1345	188	856
ROAP - E&D TAP	141	360	133	414	129	412
5310 - Operations - Green River	73	496	44	403	35	325
ROAP - Work First	170	713	203	800	239	995
<b>Contractual Transportation</b>						
H CO Medical (SameDay/NextDay)	41	168	23	162	37	176
Vocational Solutions	175	559	160	550	187	589
Medicaid (Future)						

**Activities:**

- 7/5 4th of July Holiday
  - 7/7 Meeting with Shirley Mikkelsen about Safety and Security Plan
  - 7/8 Local Emergency Planning Committee
  - 7/14 IMD Meeting
  - 7/15 Call for projects meeting and Senior Staff meeting
  - 7/15 Meet with David White, Bobby Kimmons and Tim Camp about the Safety and Security Plan review/audit
  - 7/20 Call for projects with Carolyn Freitag
  - 7/23 Richard Rhodes WHKP
  - 7/26 Meeting with David White and Janna Bianculli on rebranding and public transit RFP
- July has been a very busy and productive month for the transportation department. Marvin Holbert has been awarded Hendersonville's Hometown Hero by the WHKP radio station. His award represents 19 years of exemplary public service driving a transit bus for WCCA. He will be featured on WLOS news 13 on August 6<sup>th</sup>, during the 6:00pm news. Congratulations Marvin!
  - Felicia Sanchez has completed DAPM training. She is now a Certified Drug and Alcohol Program Manager. Congratulations Felicia!
  - We had a smooth transition to our public transit automatic passenger count system (PASSIO) and our new Medicaid compatible scheduling system. Additionally, we now have access to one of the Medicaid portals and should began Medicaid transportation in the coming weeks.
  - Finally, we are very close to scheduling the install of our new cameras for the agencies 15 vans. The installation will be completed in August and training will follow. We are very grateful for all of these upgrades and thank David White and Ibby Whitten for their support and hard work to make these things possible. These upgrades and changes have brought the transportation department up to modern times.

Deb Haight, Director of Community Services for Transylvania County					JUNE 2021		
SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours		
17	Participants/Silvermont Lunch Plus	187	Meals Served	4	30		
23	Participants/Quebec Lunch Plus	444	Meals Served	7	36		
18	Participants receiving Mobile Meals	378	Meals Delivered				
0	Families at MANNA Food Distribution	0	Individuals Served				
40	Total Ensure Clients ( 3 Total under 60)	468	Total Ensure Meals				
444	Ensure Meals >60	24	Ensure Meals <60				
3	New Ensure Clients	0	New Congregate Clients				
0	New Mobile Meals Clients		Referrals				
SECTION 8 HOUSING		HEAD START	Tiger Town		Bargain Hendo		
3	Inquiries	Inquiries	Net Sales	\$5,092.77	Net Sales	\$9,645.73	
	Applications	Apps Taken	Volunteer Hrs.	155.50	Volunteer Hrs.	218.50	
3	Applicant Inquiries	Updates					
	Homeless Preferences						
	Client Updates						
	AARP Tax Assistance		On Track				
	Anchor Baptist Food Pantry	2	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	1	SAFE				
	Child Care Subsidy		Salvation Army				
2	Congregate (Lunch Plus)		Samuel's Haven				
	County Transportation		Self Sufficiency/Janirve				
	CRC		Services for Deaf/Hard of Hearing				
2	DSS	1	Sharing House				
	Emergency Assistance Inquiries		Sheriff's Department				
	Family Place		SHIIP				
	Food Stamps		Silvermont Opportunity Center				
	Fresh Start		Smart Start				
	Goodwill		Social Security Administration				
1	Haven		T Co Senior Services Directory				
	Head Start/NCPReK		Tiger Town				
	Joblink/ESC		TRAIN				
1	Liquid Nutrition Program (Ensure)	4	United Way 211				
	Manna	1	Urgent Repair/Single Family Rehab				
1	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 BY DEB HAIGHT							
Coordinate work on various projects for Bargain Hendo			June 23 <sup>rd</sup> New Staff Orientation				
June 3 <sup>rd</sup> Trans. Co. Transportation Advisory Meeting			June 25 <sup>th</sup> Participate in Rebranding Meeting				
June 7 <sup>th</sup> Participate in Agency Safety Meeting			June 28 <sup>th</sup> Participate in Senior Staff Meeting				
June 8 <sup>th</sup> Trans. Co. Food Security Meeting			Land-of-Sky CoVID Zoom call updates each Thursday				
June 9 <sup>th</sup> Participate in Senior Staff Meeting			June 24 <sup>th</sup> Transylvania 101 webinar				
June 22 <sup>nd</sup> Surprise Retirement Party at Quebec for Pam McCall (25 year employee)							

**Information Systems Departmental – Henderson, Polk & Transylvania Counties**  
***Jonathan Stanley, Information Systems Director***  
**July 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. Highlights from the last month include:

- We installed fiber based internet service provided by ERC Broadband at King Creek (1Gbps), Main St. center, Sugar Hill, and Calvary Fletcher. Tebeau St. Center will soon have fiber service as well.
- We are acquiring technology equipment to outfit the new Sunny View center in Polk county
- We have on boarded many new employees and set them up with necessary equipment like laptops, smart phones, RF enabled badges and building access.
- We have obtained domain names related to the new agency name, WNCSource, and created a plan to update the website and migrate email accounts when the appropriate time comes to switch.

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

**Scope of Technology Hardware:**

- 4 physical servers
- ~175 end user desktop PCs, laptops and tablets
- 92 smartphones | 18 4G/LTE tablets
- 28 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