

PROGRAM DIRECTOR'S REPORT

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

Covid Updates: Losses in our CACFP (Food program) were much higher in 2020-2021 during Covid due to only being able to receive meal reimbursement for children in attendance. Covid and Head Start grant funding fortunately covered most of the losses (\$207,697, total loss without funding would have been \$214,000). For 2021-2022, an agreement has been signed with HCPS for the delivery of breakfasts and lunches for Henderson County sites for the year. HCPS will provide free meals for Henderson County enrolled children through their federal program. WCCA will continue to buy snacks, infant formula and baby food through our CACFP program and purchase teacher meals from HCPS. Cooks at Sugar Hill and King Creek Centers were informed of this decision on August 10th. They were encouraged to apply for open WCCA jobs or for several open food service positions with HCPS. As of 8/25, we still need to hire 29 Children's Services staff, not including another 28 staff for sites under renovation and yet to open. Nine Classrooms did not open due to either no staff or no enrollment. Three classrooms were impacted by Covid exposure during the month.

Facilities Update: Peacock Architects sent drawings for the Tebeau property out for work quotes on July 20th but failed to include the civil site plans, resulting in a delay in receiving work quotes to August 30th. Work quotes for the Forest City property were received 8/26 and are under review. Sunny View EHS classrooms: the licensing application was submitted 7/27/2021 however, the Licensing Consultant for Polk County will not visit until September 1st, delaying the opening. WCCA will be following Polk County Public Schools policy of not allowing families in the Sunny View Elementary building this fall.

Head Start/NC Pre-k Update: Staff returned August 13th for Pre-service training. Open house events occurred on August 23rd and 24th at all locations. Open Houses were mostly held outside with staff and guests required to wear masks. Staff have expressed that they feel prepared for the new year and are looking forward to being with children while still maintaining all health and safety guidelines.

The 21-22 Program Year Family Handbook was revised and distributed to staff and families. Spanish translation is currently being completed. Updates included wording on safe and appropriate clothing / accessories for young children attending our centers, the WCCA Outdoor Learning Environment Position Statement, updates to Support Services procedures and general health and safety guidelines.

DCDEE announced that statewide NC Pre-K programs will be expected to participate in a new literacy training program. LETRS® for Early Childhood Educators is a professional learning experience for PreK–K teachers presented as a blended model integrating online, print, and face-to-face interactive sessions. It will provide a deep knowledge of early literacy instruction and aid teachers in gaining new skills to help young learners build a foundation. The ultimate goal is to empower teachers to apply best practice strategies to guide children's learning. Training will help teachers understand the development of oral language, print knowledge, alphabet learning, and writing skills as well as provide the "why" and "how" of early literacy instruction across all domains. Transylvania and Henderson Counties are in Cohort #2 with training starting January 2022.

Family Services Updates: Interviews continue for the Family Services Manager position, vacated the end of June. Recruitment and Volunteer Coordinator, Gina Dowd, will join the team in early September and already has a long "to do" list. The ERSEA team continues to process incoming applications for the 2021-2022 school year. Family Advocates received training on 8/27 in the Parent, Family and Community Engagement procedures. Site supervisors will receive the training in September.

Program Support Services: Teachers participated in multiple days of pre-service training with a "We are Superheroes" theme, and are ready for the new program year and to use their Superpowers in the classrooms! The Pre-service training week was originally planned to be held at Bonclarken Conference Center, but changed to virtual training due to the uptick of Covid infections. Special thanks to **Kim Wilson** for her very thorough and highly informative training on child abuse and neglect for the Children's Services staff!

This program year we are implementing more aspects of the Creative Curriculum to help our staff reach implementation fidelity. All of our teaching staff will have access to digital resources including multiple different studies to use in classrooms with our 2's and preschoolers. They will also be able to utilize online training in conjunction with their coaching. Families will also have access to curriculum through a Family App that provides guided learning experiences, learning games, and more. Parent Educators have been trained in using Parents as Teachers and are working with coaches to support their implementation of this new curriculum.

Support is being provided daily to teaching staff and supervisors to ensure that consents are received, screenings are happening, and assistance is provided to teachers and families for children with unique health, developmental, and/or behavioral needs.

This fall we are continuing our partnership with Bearwallow Farms and ASAP. A dietetic intern from the farm will be bringing produce bags (provided by grant funds from ASAP) to our families and leading activities with the children. Our Parent Educators are planning farm visits to the farm with a grant from ASAP as well.

EHS & Childcare Partnership Updates: The CCP partners have been busy managing COVID and some flooding. Kids Kingdom was closed for two weeks in August as a result of COVID and are still working to build their staffing for the 2021-2022 Program Year. The Rosman community was hit hard by the recent rains, and the staff at Little Blessings are working hard to support families who lost homes and served as a shelter during the worst of the flood. All 5 CCP sites have mentors who are working to support new teachers, in the hope of retaining new staff members. Mentors have met monthly for the past four months in a Professional Learning Community and have received advanced training in Teaching Strategies Cloud, Child Plus and individualizing learning.

In EHS, we have been working to hire staff in order to fill open teaching positions. A new infant classroom funded with the recent Expansion Grant at Hillview should be licensed and ready to open once staff can be hired.

Data and Compliance: We've completed the 2020-2021 Program Information Report (PIR) for all three grants: Head Start, Early Head Start, Early Head Start Expansion & CCP. In completion of the PIR, we have identified some areas that need improvement and will be working with all staff on those improvements to ensure that we are able to capture all required PIR information. Work is in full swing on the annual CACFP application that is due on September 31st. The goal of the WCCA staff is to submit the CACFP application by September 15th. While many of WCCA's meals will be provided by Henderson County Public Schools, WCCA will maintain its CACFP status and will be able to claim reimbursement for snacks and infant meals.

Other Highlights: The **August 10th Job Fair at the Railroad Depot Brevard** resulted in 6 total applicants. The CS management team met August 12th to detail a **CDA Pipeline Program** for

nonemployees with significant progress made and continuing to get the program up and running. Children’s Services is coordinating with the WCCA Facility Director, Tim Camp, to schedule site visits and walkthroughs for **Focus Area 2-(FA2) Federal Review preparations**. The FA2 committees have also begun meetings in preparation for the federal review visit this winter.

Covid Classroom Impact - 7/27-7/30 AND 8/2-8/27							
Classroom	Reason	Date(s)	Day(s) Out	Staff Affected	Children Affected	Cumulative Days Out: Staff	Cumulative Days Out: Children
Sugar Hill 2 Classrooms	Staff Exposure/Symptoms	7/27-8/5	8	6	6	48	48
Hillview 1 Classroom	Child Exposure/Symptoms	8/5, 8/6	2	3	15	6	30
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	8/6, 8/11	2	1	3	2	6
Hillview 1 Classroom Closed	Lack of Staff Coverage	8/9***	0.5	1	4	0.5	2
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	8/12	1	1	5	1	5
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	8/27	1	1	6	1	6
Children Screened out prior to entering classroom (not already counted in classroom closings already)**	Child Exposure/Symptoms	various	38	0	10	0	38
Staff Out- Covid Related, but not associated with the classroom	Staff Exposure/Symptoms	various		15		109	
Hillview Staff- Work Schedule Issues	Child care issues due to school's schedule	None	0	0		0	
Totals:				28	49		
ALL classrooms were closed August 13th - 20th for preservice.							
ALL classrooms except Bruce Drysdale were closed August 23rd & 24th for preservice.							
ALL classrooms had Early Dismissal on Wednesday, August 4th for Professional Development.							
**This number does not include families who chose to exclude themselves.							
***Classroom shut down after started							
These classrooms did not open with the new year (lack of enrollment and/or staff):	Etowah 1 & 3, Fletcher 2, KCCC 1 & 4, Main St 3, Hillview 2 & 6, Sugar Hill 3						
Hillview 1 & 3 combined for the first two weeks of the new year. Will open(lack of enrollment/staff)							

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

Units under lease on July 1, 2021	649
Incoming Portable vouchers administered	5
Outgoing Portable vouchers	4
VASH vouchers leased	2
NED vouchers leased	29
Total vouchers issued	1
Henderson County	1
Transylvania County	0
Total Outstanding Vouchers	4
Henderson County	2
Transylvania County	2
Families terminated from HCV program	6
Administrative terminations	3
New HAP contracts processed	5
Annual recertification's processed	42
Interim recertification's processed	46
Rent payments abated	2
Total Waiting List Families	691
Henderson County	540
Transylvania County	151
# of Family Self-Sufficiency participants	31
FSS participants contributing to escrow	12
FSS Program "graduates"	131
HCV Homeownership participants	10
HQS Inspections	92

Sheryl Fortune attended a branding committee meeting for WCCA, a meeting of interested housing partners in Brevard regarding Hillview property, participated in calls with English Hills partners regarding investor exit, attended HAC's Executive Committee meeting and did a New Hires orientation for Children's Services and conducted an Informal Review.

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

	May 2021		June 2021		Jul 2021	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	3958	13476	4144	14824	3929	14150
Para Transit	119	454	120	436	208	766
HCCBG						
HCCBG General (shopping/mealsite)	898	747	1089	991	1004	965
HCCBG Medical (Title III)	86	508	88	539	73	415
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	179	1345	188	856	152	678
ROAP - E&D TAP	133	414	129	412	97	439
5310 - Operations - Green River	44	403	35	325	39	372
ROAP - Work First	203	800	239	995	223	817
Contractual Transportation						
H CO Medical (SameDay/NextDay)	23	162	37	176	33	199
Vocational Solutions	160	550	187	589	196	596
Medicaid (Future)						

Activities:

- 8/6 NCPTA Board Meeting
 - 8/11 IMD Monthly Call
 - 8/12 WCCA Board Meeting
 - 8/17 NCPTA/IMD Joint Meeting
 - 8/19 Quarterly TAB Meeting / Senior Staff
 - 8/20 Submitted Board Training Material
 - 8/23 Submitted all Plans and Documentation for SSP Review
 - 8/25 NCPTA / Pedestrian Safety Study
 - 8/30 Submitted Reports for Annual Review
 - 8/31 Submitted OPSTATS Report
- All materials and documentation has been submitted for our SSP review.
 - The demand for transportation services has exceeded pre-Covid levels on all fronts.
 - There has been a tremendous increase in demand for paratransit and medical services.
 - Medicaid transportation services are up and running but there remain many issues with the change of Medicaid transportation provider services that has affected all transit agencies in NC.
 - Overall, it has been a very strong month for the WCCA transportation department as we continue to move forward in our vision to serve the citizens of our community, provide high quality safe transportation and exemplary customer service.

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

Deb Haight, Director of Community Services for Transylvania County				JULY 2021			
SENIOR NUTRITION PROGRAM					No. Volunteers	No. Volunteer Hours	
19	Participants/Silvermont Lunch Plus	219	Meals Served	4	44		
22	Participants/Quebec Lunch Plus	440	Meals Served	7	36		
19	Participants receiving Mobile Meals	380	Meals Delivered				
8	Families at MANNA Food Distribution	8	Individuals Served				
25	Total Ensure Clients (2 Total under 60)	540	Total Ensure Meals				
504	Ensure Meals >60	36	Ensure Meals <60				
3	New Ensure Clients	3	New Congregate Clients				
3	New Mobile Meals Clients	3	Referrals				
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
10	Inquiries	1	Inquiries	Net Sales	\$5,536.44	Net Sales	\$10,918.42
10	Applications		Apps Taken	Volunteer Hrs.	78.75	Volunteer Hrs.	85.5
4	Applicant Inquiries		Updates				
2	Homeless Preferences						
3	Client Updates						
	AARP Tax Assistance	3	On Track				
13	Anchor Baptist Food Pantry	13	Other Housing Programs				
	AARP Tax Service	4	Pisgah Legal/Legal Aid				
3	Boys & Girls Club		Red Cross				
	BRCC/FAFSA/Pell Grant		Rec. Dept.				
13	Bread of Life		RSVP				
	Brevard Recovery Education Center	3	SAFE				
1	Child Care Subsidy	4	Salvation Army				
2	Congregate (Lunch Plus)		Self Sufficiency/Janirve				
	County Transportation		Services for Deaf/Hard of Hearing				
	CRC	12	Sharing House				
20	DSS		Sheriff's Department				
	Emergency Assistance Inquiries		SHIIP				
2	Family Place		Silvermont Opportunity Center				
10	Food Stamps		Smart Start				
	Fresh Start		Social Security Administration				
	Goodwill	1	STEP WNC				
7	Haven	1	T Co Senior Services Directory				
	Head Start/NCPreK	11	Tiger Town				
	Joblink/ESC		TRAIN				
1	Liquid Nutrition Program (Ensure)	2	Transylvania Bapt. Assoc./Ramp ministry				
1	Manna	18	United Way 211				
2	Meals on Wheels (Brevard)	1	Veteran's Affairs				
	Medicaid/Health Choice		Vocational Rehabilitation				
	Memory Care	2	WAP				
2	Meridian		WIC/Baby Love				
	NC Cooperative Extension		Workfirst				
	Foreclosure Prevention		Workman's Compensation				
WCCA REPRESENTATIONS							
July	Coordinate work on various projects for Bargain Hendo						Deb Haight
July 7 th	Participate in Agency Safety Meeting						Deb Haight
July 13 th	T. County Food Security Meeting						Deb Haight
July 15 th	Participate in Senior Staff Meeting						Deb Haight
July 26 th	T. County Council on Aging Meeting						Deb Haight

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 are working to bolster internet service at the Sunny View center in Polk County. It is difficult to get usable cell service or reliable internet service. We are using the elementary school internet service but their network blocks many of the sites we need to access.
- We continue to onboard many new staff and set them up with necessary devices and access to electronic resources.

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