

PROGRAM DIRECTOR'S REPORT

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

Covid Updates: Ten classrooms shut down in the month due to Covid exposure. Eleven classrooms shutdown due to a lack of staff. The highest number to date of children (281) and staff (36) affected by Covid occurred in the month. Hiring continues to be a challenge and we are still 29 staff down, not counting the new sites, Forest City and Tebeau St., Hendersonville, to come on line. We lost a mom of one of our enrolled children at Bruce Drysdale to Covid during the month and one teacher (also, a mentor) for a Child Care Partner is hospitalized with Covid at this time, so please keep these families in your thoughts.

Facilities Update: Bids were received from Peacock Architects for the Tebeau property on August 30th, Tim Camp, Facilities & Safety Director and Elizabeth Whitten- CFO are determining next steps. Work quotes for the Forest City property were received 8/26 and higher than anticipated. Linda, Tim and Margit met with the architect and reworked the design. Two quotes have come in for the redesign and are pending thorough review and next steps or selection by Tim Camp. Sunny View EHS classrooms received licensing on Friday, September 10th and classrooms opened on the 13th. The four private pay slots for Polk County employees are filled at Sunny View. Attorneys are finalizing the purchase of the Thermal Belt Ministries' property for the future site of the Columbus Children's Center. WCCA received notification on 9/28 that we were award \$275,284 for the soft costs associated with the Columbus Children's Center building. Notification is still pending regarding the 1303 application for the total costs of the building project.

Head Start/NC Pre-k Update: As we have in years past, WCCA will continue to collaborate with HCPS on Kindergarten Transition meetings as part of a statewide Transition Pilot project. This falls directly under the HCPS READY! community collaboration transition initiative. This year, we will participate at all 6 pilot schools through WCCA Head Start teacher participation in school readiness planning (Upward Elementary, Sugarloaf Elementary, Mills River Elementary, Marlow Elementary, Fletcher Elementary, and Bruce Drysdale Elementary). Meetings are quarterly and focus on better transition plans and activities for both the children and families as well as bringing together Pre-K and Kindergarten professionals.

Interviewing continues for Head Start / NC Pre-K teaching staff, applications are slowly trickling in. DCDEE has allowed NC Pre-K staff flexibilities on lead teacher qualifications SFY 2021-2022. This has enabled WCCA to place Early Childhood Associate degree teachers in lieu of licensed Bachelor degree teachers in the NC Pre-K classroom. All other professional development requirements remain the same.

DCDE has released the North Carolina Pre-Kindergarten (NC Pre-K) Program Requirements and Guidance Effective SFY 2021-2022. This includes information on program implementation, budgets and monitoring. WCCA Site Supervisors will begin their monitoring in October, with a validation-monitoring visit during December-January. All verified monitoring tools will be submitted to the state by January 31, 2022.

Family Services Updates: Meghan Arnold, Data & Compliance Manager, has taken over the supervision of the ERSEA and Family Services Coordinators. Her new title is Compliance and Family Services

Manager. Our intent to hire a Family Services Manager did not yield a qualified candidate and Meghan's knowledge and experience in this area will make her a huge asset for both ERSEA and Family Services. Enrollment currently stands at 64% Enrollment for our Early Head Start/Head Start Grant with Early Head Start being at 60% enrollment and Head Start at 46%, including Dual Enrolled Children. In the Home Visiting Program, our overall enrollment is at 63%, with our HS Home Based being at 55% and our EHS Home Based being at 65%. We are at 67% enrollment for CCP and 6% for the EHS Expansion Grant. We have a Waitlist of 127 children, of which, 82 (65%) are Over Income. The 45 eligible children not enrolled is due to either all required paperwork has been received from the families for them to attend or classrooms do not have adequate, qualified teaching staff to open.

Program Support Services: COVID-19 continues to be a factor in our programming this year. We have had more exclusions of children and classroom closures this month than any other time during the pandemic. This is due to the Delta variant and a change from the state on who needs to be excluded. We are working diligently to ensure all children and staff are healthy and safe in the classrooms while maintaining positive relationships with our families.

When classrooms are open, Coaches and Early Intervention team have been active in all the classrooms supporting the teachers in implementation of curriculum while also getting to know children and families. We expected to see more needs in classrooms as staff's well-being is tenuous and children are returning from time away from structured environments. Trauma of an ongoing pandemic is affecting all of our staff, families, and children.

We implemented our first two afternoon trainings for staff. September 15th the focus was on completing home visits, staff meetings, fire & safety training and completing paperwork for enrollment. September 29th we completed training on Head Start History, The Head Start Program Performance Standards, and Active Supervision.

EHS & Childcare Partnership Updates: Our CCP sites are really struggling with multiple COVID cases in staff members right now. Kids Kingdom is closed through October 4, and Little Blessings will re-open on October 1, after being closed for the past two weeks in one of their EHS rooms. Staffing continues to be a challenge as sites try to maintain the appropriate ratios for EHS in their rooms.

Similarly, in our EHS classrooms at WCCA, our teachers, supervisors and other staff have demonstrated incredible flexibility and resilience. They arrive (when they are well!) each morning wondering which classrooms will be able to stay open and to do their best.

Overall, we are working to keep the children, families and staff as healthy as possible through a clean environment, policies, and procedures that protect them. Kristy Johnson, EHS & CCP Coordinator will be stepping back from her role to take time for her family and father. A hire offer has been extended for Kristy's replacement and this person will be introduced once everything is official.

Other Highlights: WCCA Children's services **Focus Area 2** groups are meeting to prepare for the review which will be sometime in early 2022. The FA2 focuses on six areas: Program Management and Quality Improvement, Education and Child Development Services, Health Program Services, Family and Community Engagement Services, Fiscal Infrastructure, and ERSEA. Children's services site supervisors and Operations manager are accompanying the Facilities team on the CS facility's work through for an initial FA2 baseline. We look forward to training staff, Policy Council, and the Board in the next several

months on the FA2 review. Four members of the CS management team (Margit, Rachel, Amy P, and Meghan) attended the OHS Data Boot Camp in September to help prepare for WCCA's Focus Area 2 data tours. Linda attended the ChildPlus Scramble to gain more knowledge on the database used for all of Children's Services. Children's Services have added more lines of communication for staff and families to ensure we are meeting all of our HS/EHS family's needs through these challenging times as we seek to hire more staff. We established two Family Advocate **helpline numbers for parents** to call or text for referrals, assistance, support, or have someone call them to talk. Parents can always ask for help on-site, but some parents may feel more comfortable calling a helpline. Sugar Hill and three CCP sites (Little Red, Love and Learning, and Laurie's Childcare) will have the helplines. In addition to a monthly newsletter, Children's Services has started a **weekly virtual communications meeting called the "Huddle"**! All Children's Services staff are invited to the Huddle to hear the latest updates, ask questions, express any needs or concerns and celebrate our team's success. In these challenging times, pulling the team together to Huddle seems like a great communications move. The first Huddle was on September 27, and the staff responses indicated that we scored a touchdown! The second edition of the **Children's Services newsletter** went out on October 1st. Another means to have open communications for all Children's Services staff. If you are not on the email list and would like to receive the monthly newsletter please email lincarter@wcca.org to be added. After much careful review, the Children's Services **teaching staff received wage adjustments** to bring their rate of pay more in line with the Wage Compensation study and to be more competitive in the current hiring environment.

Covid Classroom Impact: 8/27-8/31 AND 9/1-9/30							
Classroom	Reason	Date(s)	Day(s) Out	Staff Affected	Children Affected	Cumulative Days: Staff*	Cumulative Days Out: Children
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	8/27/21	1	1	6	1	6
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	8/30/21	1	1	6	1	6
KCCC 1 Classroom Closed	Child Exposure/Symptoms	9/1-9/10	7	3	15	21	105
Hillview 1 Classroom Closed	Child Exposure/Symptoms	9/3***, 9/7-9/14	6.5	2	16	13	264
Clear Creek 1 Classroom Closed	Child Exposure/Symptoms	9/7-9/16	8	2	16	16	128
Etowah 1 Classroom Closed	Staff Exposure/Symptoms	9/9	1	1	6	1	6
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	9/10	1	1	5	1	5
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	9/13	1	1	15	1	15
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	9/16	1	1	3	1	3
KCCC 1 Classroom Closed	Child Exposure/Symptoms	9/17-9/30	10	2	15	20	150
Hillview 1 Classroom Closed	Lack of Staff Coverage	9/17	1	1	13	1	13
Hillview 1 Classroom Closed	Lack of Staff Coverage	9/17	1	1	9	1	9
Sugar Hill 2 Classrooms Closed	Lack of Staff Coverage	9/20	1	2	20	2	20
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	9/22	1	1	6	1	6
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	9/23	1	1	3	1	3
Hillview 1 Classroom Closed	Child Exposure/Symptoms	9/23-9/30	6	2	4	12	24
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	9/24	1	1	5	1	5
Sugar Hill 1 Classroom Closed	Child Exposure/Symptoms	9/28-9/30	3	2	5	6	15
Hillview 1 Classroom Closed	Child Exposure/Symptoms	9/29-9/30	2	2	16	4	32
Children Screened out prior to entering classroom (not already counted in classroom closings already)**	Child Exposure/Symptoms		503	0	97	0	503
Staff Out- Covid Related, but not associated with the classroom	Staff Exposure/Symptoms		53	6			
Staff Out- Covid Related Child Care Issues	Child care issues due to Covid-19/schools	9/16, 9/20-9/27, 9/21 (1/2)	7.5	2			
Totals:				36	281		

A classrom at Hillview did not open due to Staff Exposure/Symptoms. Instead, these chidren were moved into other classes for about three weeks beginning.							
Etowah Head Start opened late (September 10th) due to lack of staff. These children were temporarily moved to Main St.							
<i>ALL classrooms were closed September 6th for Labor Day.</i>							
<i>ALL classrooms had Early Dismissal on Wednesdays, September 15th & 29th for Professional Development.</i>							
<i>*Staff were still considered "affected" the full time a classroom closed even if they came back early due to their vaccination status.</i>							
<i>**This number does not include families who chose to exclude themselves.</i>							
<i>***Classroom shut down after started</i>							
<i>Some classes switch to virtual when closed. These days were still counted as being affected.</i>							
<i>All of Sugar Hill was closed down on 9/17 for a water leak.</i>							
<i>Sunny View opened 2 of its 3 classrooms on 9/13 once site was approved by licensing.</i>							

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

Units under lease on August 1, 2021	641
Henderson County	466
Transylvania County	175
Incoming Portable vouchers administered	6
Outgoing Portable vouchers	4
VASH vouchers leased	2
NED vouchers leased	29
Total vouchers issued	10
Henderson County	7
Transylvania County	3
Total Outstanding Vouchers	12
Henderson County	9
Transylvania County	3
Combined County success rate	54%
Henderson County 12 month success rate	57%
Transylvania County 12 month success rate	40%
Families terminated from HCV program	5
Administrative terminations	3
New HAP contracts processed	3
Annual recertification's processed	64
Interim recertification's processed	19
Rent payments abated	6
Total Waiting List Families	704
Henderson County	550
Transylvania County	154
# of Family Self-Sufficiency participants	29
FSS participants contributing to escrow	13
FSS Program "graduates"	131
HCV Homeownership participants	10
HQS Inspections	105

Sheryl Fortune attended a branding meeting for WCCA, a WCCA Board Training session; a meeting with Dogwood Health Trust non-profit housing partners, HAC's Board of Directors meeting, new hires orientations for Children's Services and conducted an Informal Hearing.

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

	June 2021		July 2021		Aug 2021	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	4144	14824	3929	14150	4600	14824
Para Transit	120	436	208	766	231	904
HCCBG						
HCCBG General (shopping/mealsite)	1089	991	1004	965	802	1461
HCCBG Medical (Title III)	88	539	73	415	76	549
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	188	856	152	678	69	709
ROAP - E&D TAP	129	412	97	439	185	840
5310 - Operations - Green River	35	325	39	372	26	242
ROAP - Work First	239	995	223	817	246	1281
Contractual Transportation						
H CO Medical (SameDay/NextDay)	37	176	33	199	32	165
Vocational Solutions	187	589	196	596	216	244
Medicaid (Future)						

Activities:

- 9/1 HIPAA Medicaid Staff Training
- 9/2 Monthly Budget Meeting
- 9/3 Annual Report Data Submitted
- 9/15 SSP Review Conference NCDOT
- 9/8 NCPTA, Senior Staff, and Community Stakeholder Meetings
- 9/9 WCCA Board Meeting and Transportation Grant Public Hearing
- 9/13 WCCA Board Orientation Presentation
- 9/16 Regional Transit Operators Meeting / TAB Consultant Meeting
- 9/21 Safety System Plan Review / IMD Monthly
- 9/28 New Camera Sure Bus Training

On September 21, 2021, Apple Country Transportation had its Safety System Plan virtual review with NCDOT. It was a culmination of two months of hard work that paid off with a good review. Now we will work hard to remedy any deficiencies before the October Board meeting so we can present to the WCCA Board an NCDOT approved and updated SSP and Drug and Alcohol Policy for review. WCCA/Apple Country Transportation did receive a closure letter from NCDOT with no deficiencies from the 2019 Proficiency Review. This is another type of review required for transportation agencies that is normally a three-month process. The SSP review and the Proficiency Review are confirmation that the Transportation Department is in good standing with FTA and NCDOT compliance regulations.

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
August 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:

- New high speed internet installed at the Bargain Hendo thrift store. This will provide a better experience for on-site staff, remote security video monitoring and potential for a public hotspot.
- All Henderson County Public School sites now have dedicated internet connections in their respective classrooms that are exempted from the content filtering systems that blocked access to many of the services that our teachers need.
- Sunny View center in Polk County has a dedicated, unfiltered internet service provided through the elementary school. Many thanks to helpful and accommodating staff at Polk County Public Schools for making this possible.
- Many updates have been added to the agency website, including a new public events calendar.

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

Deb Haight, Director of Community Services for Transylvania County						August 2021	
SENIOR NUTRITION PROGRAM					No. Volunteers	No. Volunteer Hours	
19	Participants/Silvermont Lunch Plus		213	Meals Served	4	24	
18	Participants/Quebec Lunch Plus		539	Meals Served	7	36	
17	Participants receiving Mobile Meals		268	Meals Delivered			
8	Families at MANNA Food Distribution		35	Individuals Served			
26	Total Ensure Clients (2 Total under 60)		524	Total Ensure Meals			
480	Ensure Meals >60		24	Ensure Meals <60			
2	New Ensure Clients		0	New Congregate Clients			
5	New Mobile Meals Clients		3	Referrals			
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
16	Inquiries	3	Inquiries	Net Sales	\$4,390.99	Net Sales	\$7,416.20
11	Applications		Apps Taken	Volunteer Hrs.	172.75	Volunteer Hrs.	56
5	Applicant Inquiries	1	Updates				
2	Homeless Preferences						
13	Client Updates						
	AARP Tax Assistance			On Track			
19	Anchor Baptist Food Pantry		17	Other Housing Programs			
	AARP Tax Service		4	Pisgah Legal/Legal Aid			
1	Boys & Girls Club		2	Red Cross			
	BRCC/FAFSA/Pell Grant			Rec. Dept.			
21	Bread of Life			RSVP			
	Brevard Recovery Education Center		4	SAFE			
1	Child Care Subsidy		5	Salvation Army			
4	Congregate (Lunch Plus)			Self Sufficiency/Janirve			
3	County Transportation			Services for Deaf/Hard of Hearing			
	CRC		16	Sharing House			
23	DSS			Sheriff's Department			
5	Emergency Assistance Inquiries			SHIIP			
	Family Place		2	Silvermont Opportunity Center			
20	Food Stamps			Smart Start			
	Fresh Start			Social Security Administration			
	Goodwill			STEP WNC			
5	Haven			T Co Senior Services Directory			
2	Head Start/NCPReK		17	Tiger Town			
	Joblink/ESC			TRAIN			
	Liquid Nutrition Program (Ensure)		2	Transportation Van			
1	Manna			Transylvania Bapt. Assoc./Ramp ministry			
2	Meals on Wheels (Brevard)		17	United Way 211			
	Medicaid/Health Choice		2	Veteran's Affairs			
	Memory Care			Vocational Rehabilitation			
3	Meridian			WAP			
WCCA REPRESENTATIONS							
August	Coordinate work on various projects for Bargain Hendo						Deb Haight
Aug. 6th	Participate in Agency Safety Meeting						Deb Haight
Aug. 10 th	T. County Food Security Meeting						Deb Haight
Aug. 12 th	Present Senior Services Strategic Plan Update to BOD						Deb Haight
Aug. 17 th	Participate in WCCA Branding Committee Meeting						Deb Haight
Aug. 19 th	Participate in Senior Staff Meeting						Deb Haight
Aug. 22 nd	Volunteer at MOB fundraiser						Deb Haight
Aug. 26 th	Participate in Senior Staff Meeting & Attend HR Best Practices Zoom Webinar						Deb Haight
Aug. 30 th	Attend HR Best Practices Zoom Webinar						Deb Haight
Aug. 30th	Present information about Aging Services and Thrift Stores to agency new hires						Deb Haight

Facilities & Safety Department Report
Tim Camp, Director

This month our maintenance team has been hard at work ensuring our facilities are ready for the FA2 review. They have completed multiple repairs in this area while also completing their normal weekly work orders. This has been especially difficult this month due to the high number of COVID cases that resulted in a greatly reduced capacity for one full week.

Maintenance Highlights:

- **HVAC units at 7th Ave Apple Country:**

The unit in question stopped cooling. Horizon Heating & Air performed an inspection/diagnosis of the unit and advised there was a hole in the compressor causing a refrigerant leak. The units at 7th Ave were 17 yrs old, manufactured in 2004. The refrigerant they use (R-22) is no longer manufactured and if found, costs approximately \$100.00 per pound. Due to age and the discontinuation of R-22 refrigerant the decision was made to replace the two units currently being used. Replacing both at the same time results in near-future savings in crane rental. This project has been completed.

- **HVAC unit at Hillview Children's Center:**

A unit at Hillview Center also stopped cooling. Horizon Heating & Air performed an inspection/diagnosis of the unit and advised the unit was leaking refrigerant. The unit was 16 yrs old and parts are no longer available. The decision was made to replace the unit. This project has been completed.

Safety Highlights:

- Performed a school walk-through with Principal Allen at Sunny View Elementary School and reviewed all current Emergency Preparedness and Response Plans
- Completed 12 Safety & Security Assessments; documented preventive maintenance and safety needs and next steps for safety trainings
- Completed preliminary safety planning meetings with Henderson County School District

Date	New Work Orders	Closed Work Orders
9/01/2021 to 9/30/2021	74	68

Bobby Kimmons, Vice President Human Resources
September 2021

Department Information:

- Covid Vaccination rate 77%
- 14 Job Fairs completed since April 2021
- 3 Job Fairs to attend in the future

Trainings:

Bobby Kimmons

- Resources for Humans - Virtual conference 09/22/21 – Free HR Summit
- Disney's Approach to Employee Engagement 09/23/21

Jillian Boyd

- Employment Law 09/09/21
- How to Communicate Employee Benefits 09/27/21
- FMLA Compliance 09/30/21

Nancy Islas

- How to Communicate with Tact and Professionalism (2 day seminar) 09/21/21
- Getting Talent Back to Work – SHRM (10 hour Certification) 09/27/21

Sherie Prince

- Studying for PHR Certification

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