

PROGRAM DIRECTOR'S REPORT

Head Start/Early Head Start/NC Pre-K – Henderson, Polk & Transylvania Counties

Linda Carter, Director of Children's Services, October 2021

Covid Updates: Five classrooms shutdown in the month due to children exposed to Covid. Five classrooms shutdown due to staff with Covid exposure. Four classrooms shutdown due to a lack of staff. The number of children and adults affected by Covid is down from last month, which had the highest number to date of children (281) and staff (36) affected. Hiring continues to be a challenge and we are 44 staff down, not counting the new sites, Forest City and Tebeau St., Hendersonville, to come on line.

Facilities Update: Revised bids were received from Peacock Architects for the Tebeau property on October 13th. Tim Camp, Facilities & Safety Director and Elizabeth Whitten- CFO are determining next steps. Updated work quotes for the less intensive renovation of Forest City property were received and reviewed. Tim advised on 10/29 that a contract should be signed and work should start soon. Purchase of the Thermal Belt Ministries' property for the future site of the Columbus Children's Center was finalized.

Head Start/NC Pre-k Update: DCDEE will be utilizing a (temporary) "Modified Assessment & Reflective Self-Study" process for the **NCRLAP (North Carolina Rated License Assessment project) / Environment Rating Scales (ERS)**. The Temporary Assessment Process provides an alternative to the typical ECERS-R & ITERS-R assessments during the pandemic when lengthy observations are not possible. The Temporary Assessment Process includes two parts that together represent many of the broader aspects of classroom and program quality (Reflective Self-Study & a Modified Assessment). Both Clear Creek Children's Center and Main St. Children's Center are in their "45 day window" for the modified assessment.

The NC Pre-K "Site Monitoring Tool has been released by DCDEE and NC Pre-K site administrators will complete the tool by November 15th. WCCA NC Pre-K program administrator will be conducting a site visit for validation/monitoring December-January. All verified monitoring tools will be submitted to the state by January 31, 2022.

Sharon Paradis is our new Area Manager and will be working with HCPS sites, Main Street, and Fletcher Children's Center. Gabriella Mendez also joined the team this month as the new Main Street Site Supervisor.

Family Services Updates: We currently have 396 enrolled across all of our programs. Enrollment for the Early Head Start/Head Start Grant is at 42% of enrollment with Early Head Start being 60% enrolled and Head Start being 49% enrolled, including Dual Enrolled Children. In the Home Visiting Program, our overall enrollment is at 58%, with our Head Start Home Based being at 55% and our Early Head Start Home Based being at 58%. We are at 59% enrollment for CCP and 7% for the EHS Expansion Grant. Throughout the month of October, the ERSEA team has received 25 new applications for enrollment and has enrolled 34 new children.

Family Advocates are making steady progress on establishing Center based Family Committees and Policy Council representatives. We appreciate the hard work and commitment of the Family Advocates. Our new Family Service Specialist, Claudia Campana, started this month. We are so excited to have Claudia begin her work with the Family Advocates, Parent Educators and Policy Council. Crystal Robles and Jazmin Mejia joined the enrollment team and are off to a great start.

Program Support Services: The Early Intervention team continues to make referrals for disability evaluations for children and provide one on one support to teaching staff in supporting all of the needs they see in the classrooms. The EDUCare (Respite Program) Partnership with Brevard College kicked off the week of 10/25 and we are awaiting families' interest in being a part of this learning experience for students and respite support in Transylvania County.

October 29th is our Fall Checkpoint where teachers will have all of their documentation entered for the fall semester and we can start to look at how our students are doing in the classroom. We are in the process of finishing up CLASS scores for our Preschool classrooms and will use that data with our Coaching to Fidelity scores and child assessments to provide individualized support to classrooms.

We continue to close classrooms and have staff and children in quarantine for COVID. This has an impact on the ability to complete hearing and vision screenings as well as allowing the teaching staff the ability to have comprehensive child screening and assessment data. Staff morale is at a low and the Support team is trying to find ways to support individual staff wellness including the use of wellness circles, encouraging use of the EAP, and taking time for self-care.

EHS & Childcare Partnership Updates: On October 1, WCCA children's centers, school sites, and CCP Facilities completed a Safety & Facility walk-through with Children's Services staff, Tim Camp, and Tony Youngblood to prepare for our FA2. Pearl Saddler, new EHS Program Services Manager is scheduled to start on November 17th. Kristy Johnson, (current EHS & CCP Program Services Manager), will be leaving us on November 5th and will be greatly missed. Kathleen McDavid, CCP Coordinator, has picked of more CCP program responsibilities and reports to Margit Nelson, Operations & Procurement Manager. Our CCP sites, like WCCA, is challenged in retaining and hiring staff.

Other Highlights **Creating a Family received the grant from Dogwood Health Trust** to train teachers and parents on how to recognize children that may have been exposed prenatally to alcohol and drugs and how to work with them to help them thrive. They will start work on the project in January 2022 and will work with WCCA, Children's Services for the timeline for implementation. Six of the Children's Services staff took part in the October 30th **Halloween fest in Brevard** as a part of the GetSet Transylvania. WCCA is working closely with Hola Carolina on our **staff and family recruitment**. Hola Carolina has a tremendous digital reach throughout WNC. HOLA Digital is a portfolio of assets anchored by holacarolina.org, featuring premium content that includes video, tools, and interactive experiences targeted to a highly engaged Latino audience. Margit and I met with Mountain Bizworks (MBW) **on October 29** to discuss a **collaboration to support the establishment of FCCH's in Polk and Transylvania County**. Our EHS Expansion grant provides us with funds to assist those that would like to become Family Child Care Home. MBW is interested in providing the training in starting a new business and all that it entails, as well as possible linkage to financing. WCCA staff and HR attended the **North Greenville job Fair on October 26, 2021**.

Covid Classroom Impact - 10/1-10/27

Classroom	Reason	Date(s)	Day(s) Out	Staff Affected	Children Affected	Cumulative Days Out:	Cumulative Days Out:
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						Staff	Children
Hillview 1 Classroom Closed	Child Exposure/Symptoms	10/1-10/5	3	2	4	6	12
Sugar Hill 1 Classroom Closed	Child Exposure/Symptoms	10/1-10/11	7	2	5	14	35
Hillview 1 Classroom Closed	Child Exposure/Symptoms	10/1-10/11	7	2	14	14	98
Sugar Hill 5 Classrooms Closed	Staff Exposure/Symptoms	10/4	1	6	41	6	41
Sugar Hill 1 Classroom	Staff Exposure/Symptoms	10/5-10/15	9	2	6	54	12
Etowah 1 Classroom Closed	Lack of Staff Coverage	10/6, 10/12	2	1	7	2	14
Hillview 1 Classroom Closed	Staff Exposure/Symptoms	10/11-10/22	10	1	5	10	50
Etowah 1 Classroom Closed	Lack of Staff Coverage	10/14-10/15	2	1	12	2	24
King Creek 1 Classroom Closed	Child Exposure/Symptoms	10/7-10/15	7	2	17	14	119
Fletcher 1 Classroom Closed	Staff Exposure/Symptoms	10/25-10/27	3	2	12	6	36
Children Screened out prior to entering classroom (not already counted in classroom closings already)**	Child Exposure/Symptoms	10/1-10/27	200	0	66	0	200
Staff Out- Covid Related, but not associated with the classroom	Staff Exposure/Symptoms		76	8			
Hillview Staff- Work Schedule Issues	Child care issues due to school's schedule		0	0		0	
Totals:				29	189		

ALL classrooms had Early Dismissal on Wednesdays, October 13th & 27th for Professional Development.

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

***Classroom shut down after started

Some classes switch to virtual when closed. These days were still counted as being affected.

Dana closed on 10/01 - both staff out.

Etowah HS room closed due to flooding on October 7th.

Clear Creek closed on 10/13 - both staff out.

BD 10/15&10/18 - both staff out. Hillandale 10/18 – both staff out.

Fletcher 10/20***-22 - both staff out (early release on the 20th)

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

Units under lease on September 1, 2021	635
Henderson County	462
Transylvania County	170
Incoming Portable vouchers administered	7
Outgoing Portable vouchers	5
VASH vouchers leased	2
NED vouchers leased	29
Total vouchers issued	12
Henderson County	8
Transylvania County	4
Total Outstanding Vouchers	20
Henderson County	14
Transylvania County	6
Combined County success rate	54%
Henderson County 12 month success rate	57%
Transylvania County 12 month success rate	6%
Families terminated from HCV program	4
Administrative terminations	3
New HAP contracts processed	11
Annual recertification's processed	79
Interim recertification's processed	18
Rent payments abated	5
Total Waiting List Families	729
Henderson County	575
Transylvania County	154
# of Family Self-Sufficiency participants	29
FSS participants contributing to escrow	15
FSS Program "graduates"	131
HCV Homeownership participants	10
HQS Inspections	118

Sheryl Fortune attended virtual NC Housing Conference, Dogwood Health Trust non-profit housing partners, HAC's Board of Directors Executive Committee meeting, New Hires orientations for Children's Services.

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

	July 2021		August 2021		September 2021	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	3929	14150	4600	14824	4824	14824
Para Transit	208	766	231	904	189	762
HCCBG						
HCCBG General (shopping/mealsite)	1004	965	802	1461	974	2397
HCCBG Medical (Title III)	73	415	76	549	62	412
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	152	678	69	709	79	876
ROAP - E&D TAP	97	439	185	840	206	1268
5310 - Operations - Green River	39	372	26	242	34	420
ROAP - Work First	223	817	246	1281	257	1484
Contractual Transportation						
H CO Medical (SameDay/NextDay)	33	199	32	165	33	150
Vocational Solutions	196	596	216	244	195	1419
Medicaid (Future)					19	115

Activities:

- 10/5 FTS Webinar
- 10/7 Meeting with Kelly Shawn SSP Review / Senior Staff Meeting
- 10/8 5310 & 5311 Grants Submitted into EBS / Monthly Budget Meeting
- 10/13 Dogwood Trust Zoom meeting
- 10/14 Monthly WCCA Board meeting
- 10/21 Senior Staff
- 10/27 NCPTA Monthly Call

October highlights for the transportation department brings great news on two fronts. One, we received our closure letter for the 2019 Proficiency Review! This is a very lengthy time consuming review and WCCA/Apple Country Transportation had now received acknowledgement that our transportation department is proficient in all categories! Two, we received our closure letter for another time consuming and lengthy review of our Safety System Plan. And, WCCA/Apple Country Transportation is proficient in all categories! Passing these two reviews is confirmation the transportation department, takes very serious, the safety and compliance regulations that oversee a local transportation department. And, as an added benefit, it has been a great learning experience for our whole staff. It has allowed us to make the necessary changes in our operations that now reflect the safety and compliance regulations in place with expected by the NCDOT.

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

- Preparing agency rebranding reveal November 15th.
 - Coordinating with Goss agency and Beck Digital on website changes including new domain name (wncsource.org), new color palette and logo replacement
 - Changing all company email addresses to user@wncsource.org.
 - Programming and printing new ID badges for all employees with a new design and logo.
 - Adding new Wi-Fi network names that reflect the new agency name
- Upgraded the Wi-Fi access points (4) at the King Creek Admin building for additional capacity and speed and to make the most of our new gigabit internet service
- Upgraded Wi-Fi at Main Street with additional access points to provide better coverage. The facility is not Wi-Fi friendly due to the construction materials used and dense/thick walls blocking the signal.

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					September 2021		
SENIOR NUTRITION PROGRAM					No. Volunteers	No. Volunteer Hours	
19	Participants/Silvermont Lunch Plus	213	Meals Served	4	24		
13	Participants/Quebec Lunch Plus	548	Meals Served	7	36		
20	Participants receiving Mobile Meals	269	Meals Delivered				
0	Families at MANNA Food Distribution	33	Individuals Served				
27	Total Ensure Clients (2 Total under 60)	564	Total Ensure Meals				
540	Ensure Meals >60	24	Ensure Meals <60				
1	New Ensure Clients	0	New Congregate Clients				
0	New Mobile Meals Clients	3	Referrals				
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
4	Inquiries		Inquiries	Net Sales	\$5,560.36	Net Sales	\$8,356.38
2	Applications		Apps Taken	Volunteer Hrs.	195.5	Volunteer Hrs.	83
6	Applicant Inquiries		Updates	No. Volunteers	15	No. Volunteers	7
1	Homeless Preferences						
1	Client Updates						
REFERRALS							
	AARP Tax Assistance			On Track			
11	Anchor Baptist Food Pantry		1	Other Housing Programs			
	AARP Tax Service		7	Pisgah Legal/Legal Aid			
	Boys & Girls Club		1	Red Cross			
	BRCC/FAFSA/Pell Grant			Rec. Dept.			
11	Bread of Life			RSVP			
	Brevard Recovery Education Center		3	SAFE			
	Child Care Subsidy		12	Salvation Army			
2	Congregate (Lunch Plus)			Self Sufficiency/Janirve			
	County Transportation			Services for Deaf/Hard of Hearing			
	CRC			Sharing House			
16	DSS			Sheriff's Department			
1	Emergency Assistance Inquiries			SHIIP			
	Family Place			Silvermont Opportunity Center			
12	Food Stamps			Smart Start			
	Fresh Start			Social Security Administration			
	Goodwill			STEP WNC			
	Haven			T Co Senior Services Directory			
	Head Start/NCPreK		11	Tiger Town			
	Joblink/ESC		1	Transportation			
	Liquid Nutrition Program (Ensure)			Transylvania Bapt. Assoc./Ramp ministry			
	Manna		17	United Way 211			
	Meals on Wheels (Brevard)			Veteran's Affairs			
	Medicaid/Health Choice			Vocational Rehabilitation			
	Memory Care			WAP			
	Meridian			WIC/Baby Love			
	NC Cooperative Extension			Workfirst			
WCCA REPRESENTATIONS							
September	Coordinate work on various projects for Bargain Hendo						Deb Haight
September 3rd	Participate in Agency Safety Meeting						Deb Haight
September 8th	Participate in Senior Staff Meeting						Deb Haight
September 13th	Present Senior Services as part of the BOD Orientation						Deb Haight
September 14th	T. County Food Security Meeting						Deb Haight
September 14th	Present information about Aging Services and Thrift Stores to agency new hires.						Deb Haight
September 16th	Participate in T. County Transportation Advisory Committee Meeting						Deb Haight
September 20th	Participate in Dogwood Health Trust Community Meeting						Deb Haight
September 21 st	Participate in WCCA Branding Committee Meeting						Deb Haight
September 22 nd	Participate in Senior Staff Meeting						Deb Haight
September 24TH	WCCA Covid testing FAQ webinar						Deb Haight
September 27th	Participate in T. County Council on Aging Meeting						Deb Haight

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Facilities & Safety Department Report
Tim Camp, Director
October 2021

This month our maintenance team has continued to work ensuring facilities are ready for the FA2 review. We have completed multiple repairs, such as the replacement of 140 ceiling tiles at Hillview Children's Center, while also completing normal weekly work orders.

Maintenance Highlights:

- **ERV units at King Creek Children's Center:**

ERV stands for **energy recovery ventilator**, with common name variations including ERV air exchangers and ERV ventilation systems. These systems are designed to be connected to the ducts that are part of the HVAC system. By way of two fans, ERVs draw in clean, fresh air and remove stale air. The units in question stopped removing humidity from the air. Horizon Heating & Air performed an inspection/diagnosis of the units and advised they were not repairable and must be replaced to reduce moisture levels in the building. These units are also a major tool in fighting the spread of COVID by replacing inside air with outside air. This project has been completed.

- **Hillview Children's Center:**

The outside of Hillview Center has been completely cleaned. All walls, sidewalks, ramps and playground areas have been professionally pressured washed. The building looks great. This project has been completed.

Safety Highlights:

- Changes to Bargain Hendo included:
 - Additional smoke detectors
 - Additional fire extinguishers signage
 - Relocation of Exit signs
 - Replacement of back door lock
- Installed AED devices at Quebec (Senior Services) and Tiger Town Thrift Store
- Currently installing new signage to more easily indicate the location of fire extinguishers in multiple sites
- Consistent and easily identifiable Emergency Bags have been purchased to reduce confusion between site locations.

Date	New Work Orders	Closed Work Orders
10/01/2021 to 10/29/2021	121	71

Bobby Kimmons, Vice President Human Resources
October 2021

Department Information:

- Covid Vaccination rate 80%
- 17 Job Fairs completed since April 2021

Trainings:

Bobby Kimmons

- Employer Summit 2021 – 10/13/21
- Certified Diversity Executive (CDE) ® - 10/17/21
- DEI Summit - 10/20/21
- 401K Plan Features That Can Help Your Employees Live Financially Free - 10/21/21

Jillian Boyd

- Starting classes for her Masters in Human Resource – 11/10/21

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