

PROGRAM DIRECTOR'S REPORT

Head Start/Early Head Start/NC Pre-K – Henderson, Polk & Transylvania Counties *Linda Carter, Director of Children's Services, January 2022*

Covid Updates: On January 5th the following announcement went out to all Children's Services staff : *With the spike in COVID-19 cases locally and nationally, it is more important than ever to be vigilant with mitigation strategies such as wearing an appropriate mask consistently, completing health checks, and staying in teacher/child cohorts throughout the day. In response to Governor Cooper's [press release](#), WNCSource will be providing medical grade masks to all staff to give you and your classroom extra protection from the highly contagious Omicron variant. Current public health guidance strongly encourages all individuals working in public settings to change to a more protective mask due to the high transmission rate of the Omicron variant. Effective today, all staff are expected to wear the provided medical grade mask while at work until local COVID-19 transmission decreases or for as long as we have access to these highly protective masks. We have ample supply now, with additional masks on order. Fog-resistant face shields will also be provided and should be worn in addition to the mask when completing health checks with families, if anyone in the classroom is feeling ill and waiting to be picked up, or any time throughout the day for additional personal protection. If you need any additional PPE (shields, medical grade masks, child masks, hand sanitizer, etc.), please contact Dan Edwards at dedwards@wcca.org. Five classrooms shutdown in January due to children exposed to Covid. Four classrooms shutdown due to staff with Covid exposure. Twelve classrooms shutdown during the month due to a lack of staff. We are currently 64 staff down, not counting the new sites, Forest City and Tebeau St., Hendersonville, yet to come on line. Due to the staff shortage, two classrooms from our Main Street Center moved to King Creek temporarily.*

Facilities Update: Discussions continued with Gateway Foundation and Town of Rutherfordton on January 19th regarding the possible donation of land and infrastructure off of John Smith Road in Rutherfordton for a future children's center and went extremely well. We will take part in their next scheduled Town Council meeting on February 2nd. Work started on the Tebeau property during the month and work is progressing at the Forest City site.

Head Start/NC Pre-k Update: We are working with a staffing shortage, as is everyone else. We have been creative in placements of both children and staff to ensure safety, licensing/HS compliance/FA2 and to maintain our high quality services to the children and families we serve. We remain optimistic that qualified applicants will filter in as we progress through this program year. In the meantime, staff have been understanding and flexible. This unique and challenging time has ultimately created a sense of unity that we are "all in this boat together".

Results from the NC Pre-K Site Monitoring Tool and DCDEE compliance visits are used to ensure uniformity across programs and to develop local county/regional plans.

All initial NCPK Monitoring Tools have been completed (December 2021) by assigned site administrators. Desk monitoring, documentation verification and site visits for compliance will be completed and submitted to the state by 1/31/22. No Action Plans are expected.

LETRS® (Language Essentials for Teachers of Reading and Spelling) provides teachers with the skills they need to master the fundamentals of reading instruction from Pre-K to 5th grade. This directly affects WNCSource NCPK Lead Teachers (13 total).

The initial kick-off meeting occurred January 4th with 100% attendance from WCCA NCPK sites (lead teachers and approved site administrators) and Little Red. This included a video intro from NCDPI as well as a pacing guide, upcoming “live” (virtual training) and completion expectations. The next planned virtual training for Administrators and teachers will be on February 10th.

Family Services Updates: There were 362 participants enrolled across all programs. Center-Based Enrollment for the Early Head Start/Head Start Grant is currently at 42% enrollment with Early Head Start being 42% enrolled and Head Start being 41% enrolled, including Dual Enrolled Children. In our NC Pre-K program, we are currently at 44% enrollment. In the Home Visiting Program, our overall enrollment is at 58%, with our Early Head Start Home Based being 34% enrolled and our Head Start Home Based at 100%. We are at 46% enrollment for CCP and 3% for the EHS Expansion Grant.

In addition to temporary closing of the Main Street Children’s Center classrooms, the remaining classroom at Fletcher Children’s Center also closed due to staffing shortages. The Fletcher classroom was a NCPK/Dual classroom and the families enrolled were contacted and offered openings at other WNCSource sites. Of the 14 children enrolled at Fletcher, all but 6 families accepted the transfers. For families who do not accept transfers offered to them, they will remain on an Internal Transfer List and will be offered spots as they become available.

Program Support Services: We had two full days of professional learning in our calendar for January with CCP joining our sites for one afternoon.

January 4th we provided training to our staff on FA2 prep and Social Emotional Supports in the classroom. Our training for January 18th was rescheduled due to the snow. We were able to move one to the next day to train our staff in what to expect in Data Chats, which will be implemented slowly over the next few months to bring data awareness to the curriculum implementation process.

The Education and Coaching team is gearing up for supporting teachers in data chats. In the meantime, our Education Coordinator will be working with Site supervisors on what they can be doing to support the use and review of data regarding curriculum implementation. The Coaches are completing observations in all of our EHS classrooms to be able to report on growth towards meeting our goal of curriculum implementation to fidelity. This will be reported in February.

Our Health team and Early Intervention teams are down significant numbers of staff. With the departure of Rachel Walker, Health and Nutrition Coordinator, Heather Brewer Jones was able to take on responsibilities of monitoring COVID exposures that affect children in our classrooms. Amy Phillips is working to ensure our students with development concerns are provided the support they need. Following the guidance from Head Start, we are working with the therapists that come into our centers to ensure that they are also vaccinated by January 31. This has meant that the Schools need to find replacement therapists to come into our centers and work with our children.

EHS & Childcare Partnership Updates: Teachers participated in virtual training during the month with topics on Don't let Data be your Kryptonite, LETERS, COVID refreshers and online ECLKC resources.

Pearl Saddler, EHS Program Services Manager, conducted monthly active supervision monitoring at King Creek, Flat Rock and Sugar Hill. There were also site visits conducted at Hillview and Sunny View to ensure compliance is being met. In addition, training on Active Supervision and program monitoring was held during staff meetings and via ECLKC videos.

Sunny View began going through their modified ITERS this month to move from a temporary license to their permanent license.

Successful Start Child Development Center in Rutherford County is preparing to join the WNCSource CCP program. The Child Development Center is working with its staff to obtain CDA certificates for EHS. The CCP partners, staff, families have acclimated well to the new mask and vaccine mandate. The younger children (2-year-olds) are doing well keeping their masks on. We continue to look for people interested in opening a Family Child Care Home in Transylvania and Polk counties.

Other Highlights: We have made various accommodations to meet staff, children, and families' **PPE needs**. For example, Dan Edwards searched to find "kitty cat "masks for a student with special needs that only felt comfortable with "kitten masks" Dan was able to procure three types of adorable kitten masks that helped our student overcome her apprehension of wearing masks. We also found extra small masks for our most petite children, two and older. WNCSource received a generous donation of 2,500 N95 from Henderson County Emergency Services. This generous donation will help us keep our WNCSource community safe! WNCSource also (continues) provides COVID Disinfectant cleaning through Clean Environments to any Center or school site that experiences a positive COVID case. We welcomed **two new Family Advocates** to our team, Jeanette Rodriguez and Adriana Abee, to our Children's services team! Jeanette and Arianna recently completed their training and are excited to begin their work with the families!

Children's Services would like **to thank the facilities team** for doing a fantastic job keeping all of the CS parking lots, sidewalks, and steps free of snow and ice this January! It is so nice to step onto a freshly salted sidewalk!

The CS team management team strives for **uniformity and consistency** across all centers. Several CS managers met to review forms and procedures across all program sites. We closely examined the use of incident reports across the sites. The group decided to purchase signage for all WNCSource classrooms with important supervision reminders for staff. It was a very productive meeting, and we will continue to discuss it further.

Covid Classroom Impact - 01/05 - 01/28

Classroom	Reason	Date(s)	Day(s) Out	Staff Affected	Children Affected	Cumulative Days Out: Staff	Cumulative Days Out: Children
King Creek 1 Classroom Closed	Lack of Staff Coverage	1/5-1/7	3	1	17	0	51
Sunny View 1 Classroom Closed	Lack of Staff Coverage	1/7***	0.25	1	6	0.25	1.5
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	1/7	1	1	17	1	17
Main St 1 Classroom Closed	Staff Exposure/Symptoms	1/7-1/14	6	2	17	6	95*
Sunny View 1 Classroom Closed	Lack of Staff Coverage	1/10	1	1	6	1	6
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	1/10	1	1	6	1	6
Hillandale 1 Classroom Closed	Child Exposure/Symptoms	1/10-1/14	5	2	18	0	86*
Flat Rock 2 Classrooms Closed	Staff Exposure/Symptoms	1/10-1/14	5	5	16	0	80
Flat Rock 1 Classroom Closed	Lack of Staff Coverage	1/11	1	1	8	1	8
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	1/11***-1/12	1.5	1	6	1.5	9
Clear Creek 1 Classroom Closed	Child Exposure/Symptoms	1/13-1/14	2	2	14	0	28
Etowah 1 Classroom Closed	Lack of Staff Coverage	1/13-1/14	2	3	8	2	16
Sunny View 1 Classroom Closed	Lack of Staff Coverage	1/13-1/14	2	1	6	2	12
Etowah 1 Classroom Closed	Lack of Staff Coverage	1/24	1	1	18	1	18
Bruce Drysdale 1 Classroom Closed	Child Exposure/Symptoms	1/24	1	2	18	0	18
Sugar Hill 1 Classroom Closed	Staff Exposure/Symptoms	1/24-1/26	3	2	17	3	51
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	1/25***	0.5	1	6	0.5	3
Flat Rock 1 Classroom Closed	Lack of Staff Coverage	1/26	1	2	7	2	7
Hillview 1 Classroom Closed	Child Exposure/Symptoms	1/26***-1/28	2.5	1	9	0	22.5
Sugar Hill 1 Classroom Closed	Staff Exposure/Symptoms	1/27-1/28	2	2	6	3	12
Hillview 1 Classroom Closed	Child Exposure/Symptoms	1/28	1	2	18	0	16*
Children Screened out (not already counted in classroom closings already)**	Child Exposure/Symptoms				46		
Staff Out- Covid Related, but not associated with the classroom/child care issues	Staff Exposure/Symptoms or other related such as caring for a family member.	7 (1/4 day), 10, 13, 14, 24, 25 (1/2 day), 26, 27, 28	9	5		11.75	
Totals:				40	290		

<i>Both classrooms at Main St. (all staff and all children included) moved into KCCC on 01/24.</i>							
<i>Etowah and King Creek did not provide wraparound in January due to lack of staff due to Covid Mandate exodus and reshuffling of classrooms.</i>							
<i>ALL classrooms were closed for Winter Break until after 01/03.</i>							
<i>ALL classrooms were closed on 01/04 for Professional Development.</i>							
<i>ALL classrooms were closed on 01/17 for Martin Luther King Jr Day.</i>							
<i>ALL classrooms were closed on 01/18 for PD which was postponed one day due to the weather.</i>							
<i>ALL classrooms were closed on 01/19 for the postponed PD and due to the weather.</i>							
<i>ALL classrooms switched to Virtual Delivery for 01/20 & 01/21 due to the weather.</i>							
<i>Both Hillview NC Pre-K Classrooms were closed due to required NC Pre-K training on 1/10.</i>							
<i>One Hillview NC Pre-K Classroom was closed due to required NC Pre-K training on 1/14.</i>							
<i>*Not all children were excluded.</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>							

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

Units under lease on December 1, 2021	636
Henderson County	459
Transylvania County	165
Incoming Portable vouchers administered	1
Outgoing Portable vouchers	4
VASH vouchers leased	2
NED vouchers leased	30
Total vouchers issued	9
Henderson County	9
Transylvania County	0
Total Outstanding Vouchers	28
Henderson County	18
Transylvania County	10
Combined County success rate	55%
Henderson County 12 month success rate	58%
Transylvania County 12 month success rate	41%
Families terminated from HCV program	7
Administrative terminations	3
New HAP contracts processed	9
Annual recertification's processed	47
Interim recertification's processed	78
Rent payments abated	7
Total Waiting List Families	738
Henderson County	585
Transylvania County	153
# of Family Self-Sufficiency participants	32
FSS participants contributing to escrow	16
FSS Program "graduates"	132
HCV Homeownership participants	10
HQS Inspections	69

ESFR Monitoring visit by the North Carolina Housing Finance Agency closed out successfully. Sheryl Fortune stood in attendance on behalf of WNC Source. We received notification of renewal for the FSS Grant. Lorraine Maynard completed the Housing Choice Voucher (HCV) Specialist training. Robert Hooper completed the Housing Quality Standards (HQS) training.

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

	October 2021		November 2021		December 2021	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	4781	14824	4521	14150	4471	15441
Para Transit	190	704	252	967	254	965
HCCBG						
HCCBG General (shopping/mealsite)	901	2284	858	2168	759	2041
HCCBG Medical (Title III)	46	326	71	498	10	90
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	71	845	30	323	16	176
ROAP - E&D TAP	196	1083	101	473	62	322
5310 - Operations - Green River	48	556	42	392	26	348
ROAP - Work First	248	1419	233	1434	176	1036
Contractual Transportation						
H CO Medical (SameDay/NextDay)	32	210	24	93	21	110
Vocational Solutions	157	1147	139	1064	124	862
Medicaid (Future)	9	51	6	51	35	339

Activities:

1/11	Regional Transit Meeting and Senior Staff Meeting
1/13	Recruitment and Retention Meeting
1/20	TAB Strategic Planning Meeting
1/21	Submitted Transit Proposal
1/24	Head Start Fleet Management Meeting
1/25	Submitted 2021 DAMIS Report
1/26	Senior Staff

Report:

Transportation had a great December and January and want to express sincere gratitude to the drivers and staff who worked Christmas Eve and the week between Christmas and the New Year including Monday January 4th. This month also saw the WNCSource Team working on the transit proposal that was submitted to the county on 1/21/22. A big shout out to Ibby Whitten, Erin Outlaw and Terri Bowman. These ladies gave of their time, energy and expertise to help put together a very polished, professional response to the County's RFP for the transit contract. We have also been working very hard to complete the WNCSource TAB manual, code of ethics, and conflict of interest to present to the TAB before the February meeting. Copies of this manual will be available to the WNCSource board by February 11.

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
January 2022

The Information Systems Department team, made up of Director, Jonathan Stanley and Support Specialist, Cody Miller worked on a number of projects within WNCSource.

The Information Technology team spent the majority of the last 2 months providing in person and remote support to staff. Highlights from the last month include:

- Completed agency rebranding campaign goals with minor exceptions.
 - The digital rebranding initiative is complete. We are still finding references to the old name and logo that are fixed as quickly as possible. Staff are helping to identify any details which need updating which has helped tremendously.
 - Support Specialist Cody Miller completed his undergraduate degree program in December. Our department and the entire organization is proud of his accomplishment and grateful to have someone in this role with both experience and a 4 year degree.

The WNCSource 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

SENIOR NUTRITION PROGRAM				No. Volunteers	No. Volunteer Hours		
17	Participants/Silvermont Lunch Plus	162	Meals Served	5	16		
16	Participants/Quebec Lunch Plus	748	Meals Served	7	36		
16	Participants receiving Mobile Meals	335	Meals Delivered				
18	Families at MANNA Food Distribution		Individuals Served				
27	Total Ensure Clients (3 Total under 60)	576	Total Ensure Meals				
576	Ensure Meals >60	0	Ensure Meals <60				
1	New Ensure Clients	2	New Congregate Clients				
	New Mobile Meals Clients	3	Referrals				
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
6	Inquiries		Inquiries	Net Sales	\$4,166.05	Net Sales	\$8,472.65
9	Applications		Apps Taken	Volunteer Hrs.	170.75	Volunteer Hrs.	67
3	Applicant Inquiries		Updates	# Volunteers	12	# Volunteers	9
2	Homeless Preferences						
3	Client Updates						
REFERRALS							
	AARP Tax Assistance			On Track			
10	Anchor Baptist Food Pantry	12		Other Housing Programs			
	AARP Tax Service	3		Pisgah Legal/Legal Aid			
	Boys & Girls Club			Red Cross			
	BRCC/FAFSA/Pell Grant			Rec. Dept.			
14	Bread of Life			RSVP			
	Brevard Recovery Education Center	1		SAFE			
	Child Care Subsidy	6		Salvation Army			
	Congregate (Lunch Plus)			Self Sufficiency/Janirve			
	County Transportation			Services for Deaf/Hard of Hearing			
	CRC	7		Sharing House			
15	DSS			Sheriff's Department			
	Emergency Assistance Inquiries			SHIIP			
	Family Place			Silvermont Opportunity Center			
15	Food Stamps			Smart Start			
	Fresh Start			Social Security Administration			
3	Goodwill			STEP WNC			
2	Haven			T Co Senior Services Directory			
1	Head Start/NCPReK	11		Tiger Town			
	Joblink/ESC			TRAIN			
2	Liquid Nutrition Program (Ensure)			Transylvania Bapt. Assoc./Ramp ministry			
1	Manna			United Way 211			
	Meals on Wheels (Brevard)			Veteran's Affairs			
	Medicaid/Health Choice			Vocational Rehabilitation			
	Memory Care	1		WAP			
1	Meridian	1		WIC/Baby Love			
	NC Cooperative Extension			Workfirst			
	Foreclosure Prevention			Workman's Compensation			
WCCA REPRESENTATIONS							
December	Coordinate work on various projects for Bargain Hendo					Deb Haight	
Dec. 14	Participate in Senior Staff Meeting					Deb Haight	
Dec. 16	Participate in Safety Inspection at Tiger Town					Deb Haight	
Dec. 16	Participate in T. County Transportation Advisory Committee Meeting					Deb Haight	
Dec. 23	Participate in agency Safety Meeting					Deb Haight	

Facilities & Safety Department Report
Tim Camp, Director
January 2022

Maintenance Highlights:

- **Tebeau Children's Center:**

Construction has started on the new Tebeau Children’s Center. The first phase of demolition is well underway. We are currently waiting for the gas meter to be removed to start demolition of the house.

- **Hillview Children’s Center:**

Replaced a portion of the hand railing at the back entrance.

- **Sugar Hill Children’s center:**

All shade structures have been removed. The site is ready for the installation of new shade structures.

- **King Creek:**

New WNCSource signs have been installed at King Creek Main Office and Children's Center.

Safety Highlights:

Our maintenance team worked tirelessly to remove large amounts of snow and ice. They started their day at 5am on Monday removing snow and ice from parking lots, sidewalks, ramps, and pathways. Ice melt was then applied to all sidewalks, ramps and pathways. Due to the quantity it was very slow moving and took multiple days and trips. They are still removing snow from playground areas. I would like to say great job team for keeping our students, parents and staff safe.

The safety team met with the interim Fire Marshal and assistant Fire Marshal at King Creek Main Office. We performed a walk through and identified an upstairs staging location and designated meeting assembly area. They approved our new evacuation guidelines with minor adjustments. This collaboration increases the safety of all employees as the local fire department will be familiar with our guidelines and locations. The Fire Marshal’s office will provide a free “mock fire drill” and live fire extinguisher training in the spring.

Date	New Work Orders	Closed Work Orders
01/01/2022 to 01//28/2022	65	55

Bobby Kimmons, Vice President Human Resources
December 2021

COVID

- 163 Employees that are vaccinated,
- 7 Employees are on accommodation.
- 65 Employees have received Covid Boosters

Job Fairs

- 7 Job Fairs to attend

Education

Bobby Kimmons Jr.

- Completed Employee Relations Law Series: A 10 month Greenville Tech Seminar (4 hours a month / 40 hours total) – Taught by Ogletree Deakins Law Firm

Jillian Boyd

- 11/10/2021 started her MSA-HRM
- Finished 2 MBA classes, taking her second 2 classes

Sherie Prince's Education

- Studying for PHR Certification
- 1/13/22 – Neurodiversity (Recruiting, Hiring, Retention)

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