

WNCSource CEO Report

February 10, 2022

Recruitment and Retention of Employees (R&R Taskforce)

The R&R Taskforce met twice in January and has already had some notable accomplishments:

- Developed a survey for taskforce members, the WNCSource Personnel Committee, WNCSource Executive Committee and agency hiring managers to prioritize recruitment and retention goals.
- Assisted the HR Department in streamlining the new hire orientation process.
- Improved hiring manager responses concerning applicants in the agency HR system.

The most important themes in this effort are teamwork, communication with applicants and flexibility. Hiring managers and HR need to communicate and share responsibility for hiring outcomes. Responding quickly to good candidates is a top priority. We are developing a system that makes HR and hiring managers responsible for meeting deadlines for vetting applicants. This system can work through Workforce Go, our HR and payroll software. Communication between WNCSource staff, and with applicants, needs to be consistent and quick. Another part of the system is standardizing job requirements, appropriate interview questions, and determining responsible hiring managers for each candidate and position.

We are also breaking down some silos and asking everyone to be more flexible. Our HR department has been very flexible in providing more employee orientation dates and shortening the process. Communicating to hiring managers that candidates don't have to check every box on day one will be part of our next effort.

The R&R Taskforce is also talking to experts in digital media and targeted recruiting. There are companies out there with innovative marketing ideas and very specific information on the candidates we are seeking. We will need some money to get their help, but we absolutely need to attract the right candidates and they can help.

This is WNCSource's number one challenge in 2022. We will keep trying new approaches and reviewing our successes and failures until we meet our goals.

Covid 19 Updates

WNCSource has been a leader in the nonprofit sector in meeting the covid 19 pandemic head on. Below is a list of some of the steps the agency has taken:

- Early use of PPE
- Early installation of temperature taking equipment
- Early mask mandates for employees meeting face to face with clients, or each other indoors

- Installation of Remi Halo air purifying equipment in HVAC systems
- Vitaloxide and Victory electro-static cleaning in buildings and vehicles
- WNCSource vaccine clinics for employees
- Five days of paid time off (PTO) for full vaccination status
- A vaccine mandate for having face to face contact with our clients and employees
- One day of PTO for vaccine booster status

The WNCSource Board of Directors has encouraged and supported these measures. As I talk to my colleagues in North Carolina, the Southeast Region, and the country, the people I most admire have taken a similar approach to WNCSource. It has been unpopular with some employees, and meant a lot of work for everyone at the agency. Ultimately, I am proud that WNCSource has taken a very proactive stance in protecting our clients, staff and communities. Without the strong support of the WNCSource Board of Directors this would not have been possible.

During the last few weeks some of the vaccine and masking mandates from the federal government have been challenged in court. That could eventually mean that not all Head Start grantees and public transportation operators will be required to have vaccinated and masked staff. WNCSource is a private organization and can set and enforce its own rules around masks and vaccines. If that changes, we will inform the Board.

As the pandemic eventually subsides, we will deliberately consider our policies and protocols. In the meantime, the WNCSource Board's support of our strong response is keeping more of our clients, staff and community safe.

WNCSource Receives \$125,000 in American Rescue Plan Act Funds

Deb Haight, Ibbly Whitten and Terri Bowman submitted a funding request to the Land of Sky Regional Commission to support WNCSource's home delivered meals program in Transylvania County. We received \$125,000 that will need to be spent before September of 2024. This will mean an additional 45,000 shelf stable meals for Transylvania County residents over sixty years of age. We will partner with Sharing House, the Brevard Meals on Wheels program and Care Partners to distribute the meals.