

PROGRAM DIRECTOR'S REPORT

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

Covid Updates: Children's Services started the month still in the throes of Omnicom. We continued required medical-grade masks for staff, provided regular COVID disinfectant cleaning of the COVID exposed classrooms and facilities. We saw a sharp decline in cases and exposures beginning February 10th. Children's Services provided free COVID test kits and masks to staff and parents that were made available through the Henderson County Emergency Services. The parents were very appreciative! Since mid-February, we have not had to provide a COVID cleaning for our sites. On 2/21/22, N-95 masks were made optional for Children's Services staff, returning to staff preferred masks. Eight classrooms shutdown in February due to children exposed to Covid. One classroom shutdown due to staff with Covid exposure. Five classrooms shutdown during the month due to a lack of staff. We are currently 71 staff down with 17 of those that are EHS teachers and 5 Parent Educators for the Home Based program. Five offers to hire have been extended and pending.

Facilities Update: The Town Council of Rutherfordton unanimously approved the proposed Gateway Foundation housing and apartment development with an EHS Center off John Smith Road on February 2nd. Neil Gurney with Gateway provided a draft agreement in which WNCSource will work with our attorneys regarding the land. Work continues on Forest City and Tebeau properties with some delays expected.

Head Start/NC Pre-k Update: 2021-22 NCPK Site Monitoring results: Desk monitoring, documentation verification and site visits for state compliance were completed and submitted on 1/31/22 for future audits. No Action Plans generated.

Administrator PD: Interpreting and Using Data to Support Instruction and Learning: Site Administrators are working on completing 3-hour professional development sessions on using the reports in TS GOLD® to interpret data and inform decision-making. Administrators are learning ways to use this data to support teachers in providing developmentally appropriate instruction for all children.

NC Pre-K PD: LETRS Training for NC Pre-K teaching staff and Administrators occurred February 10th with 100% attendance from WCCA NCPK sites and subcontractor Little Red. This was an intensive virtual training (3 hours for teachers, 6 hours for administrators) on developing early literacy foundations.

Shade Structure: Installation plans and shade structure placements are being developed for Spring 2022. Fifteen structures have been purchased for seven Children's Services sites. The aesthetics of the structures match the natural tones of our Outdoor Learning Environments, blending into the environment while providing shade for our children throughout the year.

Outdoor Learning Environments: Our King Creek OLE was recently featured in the *NC State Cooperative Extension / Master Gardener* article on "Promoting Pollinators & Native Plants". All of the recent plant installations on the playground were identified native to North Carolina and planting was assisted by NC State Cooperative Extension- Henderson County Center in the spring of 2021.

Family Services Updates: During the month of February 2022, enrollment was at 44% across all programs. Center-Based enrollment for the Early Head Start/Head Start Grant is currently at 51% enrollment with Early Head Start at 69% enrolled and Head Start 42% enrolled, including Dual Enrollment Children. In our NC Pre-K program, we are currently at 44% enrollment. In the Home Visiting Program, our overall enrollment is at 61%, with our Early Head Start Home Based being 48% enrolled and our Head Start Home Based at 100%. We are at 47% enrollment for CCP and 2% for the EHS Expansion Grant. Throughout the month of February, the ERSEA team has received and processed 45 new applications.

Family Advocates received a complete review and training of our updated Policies and Procedures. The Fa's provided positive feedback on the training, and that the Policies & Procedures have already benefited them in fulfilling their job duties. We met with UNETE of Hendersonville to discuss collaboration with our FA team regarding their services for children and families of WNCSource.

Program Support Services: During February, we gathered child assessment data and were able to look at growth trends among our children since the fall. Coaches are currently meeting with all teaching staff to look at child assessments as well as other classroom data to support the development and progress towards goals related to curriculum implementation.

January and February have been the inaugural months of having an Early Intervention Classroom Specialist on staff. She has been working with a Head Start classroom and we have seen great results in this program.

We have extended offers for 3 individuals to come on board this spring as Health & Nutrition Coordinator, Early Intervention Coordinator, and Early Intervention Development Specialist. These new individuals will help build out our team and allow us to build out new initiatives and provide better services to our children and families. We still have 3 other positions not filled in the department.

EHS & Childcare Partnership Updates: Staff took part in virtual trainings including ChildPlus (OHS), Supervision (Children and Families), Building Your Bounce Resilience, HS Webinar Covid-19 Infections and Vaccines, Internal Orientation for Site Supervisors and Square Payment training to begin electronic parent payments on April 1st.

Also in the month, we established and implemented Desktop video monitoring for ongoing continuous monitoring and improvements to ensure the health and safety and protection of children.

The facilities team provided a tool presentation with one of our Hillview classrooms, which the children loved. Classroom 7, teacher, Heather Layton, was selected as a Donor Choose recipient, which provided frog rain suits and books for the children in her classroom.

Flat Rock Children's Center added Policy Council members::Selena Uriostegui (Alikai Rodriguez's mom) and Alternate: Sara (Haley) Johnson (Austin Grant's mom).

Approval was received for the Child Care Partnership program to add a new position - EHS-CCP Program Quality Support. The position will provide monitoring and quality support of sites and has been posted.

Other Highlights: We completed of the **Stabilization Grant** (by site) Monthly reporting and submitted the total Stabilization grant spending recommendations to Finance. The proposal included OLE's new equipment installation costs, retention incentives, OLE surfacing work, mental health supports for parents, and more. Thanks to the stabilization grant, WNCSource provided additional pay to staff providing wraparound care. The program has been well received, and we are already seeing an increase in wraparound staffing!

Children’s Services staff participated in several job fairs, community events, and other **recruitment activities**. We focused on encouraging staff to share their WNCSource employee experience and job satisfaction in the community! Our staff are our best recruitment champions. Many staff have shared their recruitment efforts and the positive response.

We began a **parent incentive to promote Policy Council attendance** - a \$15 McDonald's gift card. We mailed out our first batch of gift cards so parents could purchase breakfast since they graciously volunteered their morning to attend the meeting.

Thank you to Terri and Tim for their work on the Children’s Services **new WNCSource signage**. Staff and families have commented on how they like the new signs and agency name!

Congratulations to **Amy Phillips for her acceptance to present at the National HS Conference** in Baltimore! Amy will be sharing her innovative approach to the self-assessment process.

The **CDA Trainee Program** is off to a great start. We have given job offers to 2 CDA trainees and have other interviews lined up. The Local community and WNCSource Children’s Services parents are very interested in the program. The FA's will plan family engagement activities to promote the program as well.

Covid Classroom Impact - 01/31, 02/01 - 02/25							
Classroom	Reason	Date(s)	Day(s) Out	Staff Affected	Children Affected	Cumulative Days Out: Staff	Cumulative Days Out: Children
Hillview 2 Classrooms PARTIALLY Closed	Child Exposure/Symptoms	1/31-2/4	5	3	9	0	109
Sugar Hill 1 Classroom Closed	Staff Exposure/Symptoms	1/31-2/4	5	2	6	5	30
KCCC 1 Classroom Closed	Lack of Staff Coverage	1/31	1	1	18	1	18
KCCC 1 Classroom PARTIALLY Closed	Child Exposure/Symptoms	2/1-2/4	4	2	11*	0	44
Sugar Hill 1 Classroom PARTIALLY Closed	Child Exposure/Symptoms	2/1-2/11	9	2	8*	0	45
KCCC 1 Classroom PARTIALLY Closed	Child Exposure/Symptoms	2/1-2/7	5	3	11*	0	55
KCCC 1 Classroom PARTIALLY Closed	Child Exposure/Symptoms	2/3***- 2/11	6.5	2	12*	0	78

FRCC 1 Classroom Closed	Child Exposure/Symptoms	2/4***-2/11	5.5	4	8	0	44
Dana 1 Classroom PARTIALLY Closed	Child Exposure/Symptoms	2/7-2/14	6	2	13*	6	78
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	2/7	1	1	16	1	16
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	2/11	1	1	8	1	9
Etowah 1 Classroom Closed	Child Exposure/Symptoms	2/11-2/18	6	2	8	0	48
Sugar Hill 1 Classroom Closed	Lack of Staff Coverage	2/24-2/25	2	2	17	2	34
Hillandale 1 Classroom Closed	Lack of Staff Coverage	2/25	1	1	17	1	17
Totals:				28	107		

Etowah did not provide wraparound in February due to lack of staff due to Covid Mandate exodus and reshuffling of classrooms.

Hillview is ending wraparound at 4:30 due to lack of staff due Covid.

ALL classrooms closed at noon on 02/02 & 02/16 for Professional Development.

Sugar Hill 2 is closed down while staff is out on FMLA beginning 2/5.

Sunny View had a two hour delay on 2/8 because the school had a two hour delay.

ALL classrooms closed at noon on 02/02 & 02/16 for Professional Development.

FRCC infant room closed on 2/24 & 2/25 with both staff out.

*Not all children were excluded.

***Classroom shut down after started

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

Housing Department - Henderson & Transylvania Counties
Robert Hooper, Director of Housing
February 2022

Units under lease on February 1, 2022	625
Incoming Portable vouchers administered	1
Outgoing Portable vouchers	4
VASH vouchers leased	1
NED vouchers leased	30
Total vouchers issued	9
Henderson County	9
Transylvania County	0
Total Outstanding Vouchers	12
Henderson County	9
Transylvania County	3
Combined County success rate	53%
Henderson County 12 month success rate	61%
Transylvania County 12 month success rate	39%
Families terminated from HCV program	7
Administrative terminations	2
New HAP contracts processed	9
Annual recertification's processed	47
Interim recertification's processed	78
Rent payments abated	7
Total Waiting List Families	746
Henderson County	599
Transylvania County	147
# of Family Self-Sufficiency participants	32
FSS participants contributing to escrow	16
FSS Program "graduates"	134
HCV Homeownership participants	10
HQS Inspections	55

Robert Hooper attended the quarterly site visit at English Hills in Brevard. Jennifer Maynor and Robert Hooper attended The Salvation Army Volunteer Recognition Luncheon and Award Ceremony

Transportation Department – Henderson County
Jeff Roper, Transportation Program Manager
January 2022

	November 2021		December 2021		January 2022	
	Trips	Miles	Trips	Miles	Trips	Miles
Transit						
Transit	4521	14150	4471	15441	3816	13813
Para Transit	252	967	254	965	201	749
HCCBG						
HCCBG General (shopping/mealsite)	858	2168	759	2041	662	1604
HCCBG Medical (Title III)	71	498	10	90	23	128
5311 Operating/5310 Operating - ROAP						
ROAP - RGP - E'ville	30	323	16	176	36	381
ROAP - E&D TAP	101	473	62	322	58	247
5310 - Operations - Green River	42	392	26	348	25	310
ROAP - Work First	233	1434	176	1036	159	863
Contractual Transportation						
H CO Medical (SameDay/NextDay)	24	93	21	110	20	94
Vocational Solutions	139	1064	124	862	92	666
Medicaid (Future)	6	51	35	339	7	68

Activities:

2/2	Budget Meeting
2/4	Hiring Meeting
2/7	Head Start Fleet Meeting
2/9	Senior Staff / Monthly IMD Meeting
2/10	Recruitment and Retention Meeting
2/17	Quarterly TAB Meeting
2/18	Delivery of New Van
2/22	TAB Consultant Meeting
2/23	Monthly NCPTA
2/25	Quarterly Budget Meeting

Report:

February was a great month for the transportation department. On February 18th, the County announced it would enter into contract negotiations with WNCSource Transportation to operate the public transit system. Contract negotiations will begin next month. The transportation department also received two new vans. The first van to arrive was the Sisters of Mercy Medicaid van. The second van was a 2021 capital replacement lift van. Additionally, we were able to hire two new drivers! We had our quarterly TAB meeting and our Board approved the new WNCSource TAB manual. Our Board secretary Kim Hall is also working with TAB members on signing and returning the Conflict of Interest, Code of Ethics and Title VI acknowledge forms.

Information Systems Departmental – Henderson, Polk & Transylvania Counties
Jonathan Stanley, Information Systems Director
February 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 previous month providing in person and remote support to staff. Highlights from the last month include:

- New employee badges with new logo and design have been printed and are being distributed to all staff shortly.
- Tebeau networking plans have been finalized for implementation by subcontractors. This will allow for optimal placement of networking equipment and security cameras.
- We are coordinating with Blue Ridge Community College It Department to establish a VPN between King Creek and the Flat Rock Children’s Center. This will improve access to the classroom camera system and fix issues with their VOIP phones.

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

Deb Haight, Director of Community Services for Transylvania County				January 2022			
SENIOR NUTRITION PROGRAM					No. Volunteers	No. Volunteer Hours	
14	Participants/Silvermont Lunch Plus	113	Meals Served	5	18		
16	Participants/Quebec Lunch Plus	406	Meals Served	5	15		
16	Participants receiving Mobile Meals	206	Meals Delivered				
16	Families at MANNA Food Distribution	32	Individuals Served				
32	Total Ensure Clients (3 Total under 60)	420	Total Ensure Meals				
420	Ensure Meals >60	0	Ensure Meals <60				
2	New Ensure Clients		New Congregate Clients				
0	New Mobile Meals Clients		Referrals				
SECTION 8 HOUSING		HEAD START		Tiger Town		Bargain Hendo	
12	Inquiries	3	Inquiries	Net Sales	\$4,116.33	Net Sales	\$5,917.06
14	Applications		Apps Taken	Volunteer Hrs.	108.5	Volunteer Hrs.	67
6	Applicant Inquiries		Updates	# Volunteers	11	# Volunteers	9
2	Homeless Preferences						
4	Client Updates						
	AARP Tax Assistance	3	On Track				
12	Anchor Baptist Food Pantry	12	Other Housing Programs				
	AARP Tax Service		Pisgah Legal/Legal Aid				
	Boys & Girls Club		Red Cross				
	BRCC/FAFSA/Pell Grant		Rec. Dept.				
16	Bread of Life		RSVP				
	Brevard Recovery Education Center	2	SAFE				
	Child Care Subsidy	6	Salvation Army				
	Congregate (Lunch Plus)		Self Sufficiency/Janirve				
3	County Transportation		Services for Deaf/Hard of Hearing				
3	Cove Homeless Shelter	13	Sharing House				
13	DSS		Sheriff's Department				
	Emergency Assistance Inquiries		SHIIP				
	Family Place		Silvermont Opportunity Center				
2	Food Stamps		Smart Start				
	Fresh Start		Social Security Administration				
	Goodwill		STEP WNC				
4	Haven		T Co Senior Services Directory				
	Head Start/NCPReK	14	Tiger Town				
	Joblink/ESC		TRAIN				
	Liquid Nutrition Program (Ensure)		Transylvania Bapt. Assoc./Ramp ministry				
	Manna	17	United Way 211				
	Meals on Wheels (Brevard)		Veteran's Affairs				
	Medicaid/Health Choice	1	Vocational Rehabilitation				
	Memory Care		WAP				
	Meridian		WIC/Baby Love				
	NC Cooperative Extension		Workfirst				
	Foreclosure Prevention		Workman's Compensation				
WCCA REPRESENTATIONS							
January	Coordinate work on various projects for Bargain Hendo						Deb Haight
Jan. 10 th	Participate in Family Engagement Incentives Meeting						Deb Haight
Jan. 11 th	Participate in Safety Meeting and Senior Staff Meeting						Deb Haight
Jan. 13 th	Participate in Agency Volunteer Forms Committee						Deb Haight
Jan. 25 th	Participate in NCCAA Social Determinants of Health Training						Deb Haight
Jan. 26 th	Participate in Senior Staff Meeting						Deb Haight

Facilities & Safety Department Report
Tim Camp, Director
February 2022

Maintenance Highlights:

This month our maintenance team has continued to work on installing new WNCSource signs across all areas. We have replaced the majority of them and will continue installing new signs as they are identified and delivered. We are currently organizing the installation of new shade structures at multiple centers. The location of the structures are being marked for digging, and installation will start upon completion of utility markings.

- **Tebeau Children's Center:**

Construction is well underway at Tebeau Children’s Center. Demolition of the interior of the two buildings is complete and the house has been demolished. The internal walls are framed, and the plumbing and the electrical are in process. As with all remodel jobs, we have discovered some new issues that must be addressed and will result in some change orders. We are currently waiting for the change orders and the costs and will meet next week to determine next steps.

- **Forest City Children’s Center:**

The remodel job at Forest City Children’s Center is moving forward. The walls are framed and plumbing is underway. Due to the weather and the supply chain the contractor has asked for a 30-day extension to the project. Due to the circumstances we have agreed to the request.

Safety Highlights:

Our maintenance team made an emergency repair to the wheelchair ramp at Hillview Children's Center. The weight of a food delivery caused a section of the ramp to fail. We were able to assist in bringing in the food and repairing the section that fell. Next week we are scheduled to reinforce the remaining sections of the ramp to help prevent any further issues.

We have completed a new Hazard Communication Plan and are in the process of updating all the MSDS books.

We met with the Fire Marshal at Forest City Children's Center and performed a walk through. We identified local requirements for the alarm system and are working with vendors to get the new location up to code.

Date	New Work Orders	Closed Work Orders
02/01/2022 to 02/25/2022	92	90

Bobby Kimmons, Vice President Human Resources
December 2021

COVID

- COVID 87 employees that are vaccinated and not boosted
- COVID 83 employees have gotten their booster shots
- 6 employees on accommodations
- 2022 Job Fairs- 3 completed and 7 scheduled

Education:

Bobby Kimmons Jr.

- Discover the 3 Secrets to Becoming a Powerful Speaker and Communicator Live Training
- GoTo Webinar – Appcast Customer Webinar Training Series – Campaigning 101
- BetterUp® Inner Work® Day
- HR.com Virtual Event – The State of Human Experience in the Workplace Event

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

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