

WNCSource CEO Report

March 10, 2022

Recruitment and Retention of Employees (R&R Taskforce)

The R&R Taskforce met twice in February and continues to generate good ideas, and actionable solutions. It is still early in the game, but we are already seeing improving trends for both job applicants and new hires. Through our initial brainstorming, and a follow up survey, Ibby Whitten, WNCSource CFO, was able to give the taskforce the following six goal areas:

- Build our employer brand
- Diversify and expand our candidate pool
- Nurture our candidate relationships
- Elevate our employee experience
- Improve collaboration between human resources and hiring managers
- Break down financial barriers

Ibby included the taskforce goals in a presentation at the Region IV Head Start Association Annual Conference in Atlanta in February. I was in attendance and the presentation was well received. The workshop was more broadly about attracting and retaining talent.

Bobby Kimmons, WNCSource Vice President of Human Resources, and I are presenting at the NC Head Start Conference on March 16th. The presentation explains the creation of the R&R Taskforce and strategies WNCSource is using to attract and retain qualified employees. You can view our PowerPoint presentation, that was created by Terri Bowman, WNCSource Director of Development, in your March Board packet.

WNCSource Wins Contract to Operate Henderson County Public Transit

The Henderson County Board of Commissioners instructed their staff to negotiate the urban transit contract with WNCSource. There were two other proposals submitted. The first year of the contract that begins on July 1, 2022 has a total budget of approximately \$650,000. There is a 3.8 percent increase for the years two and three. The contract also allows for substantial increases in driver pay starting in year one. Years four – six are optional, but historically Henderson County has not put the contract out for bid until year six.

Felicia Sanchez, Jeff Roper and the entire WNCSource Transportation Department are to be congratulated for this accomplishment. They have worked diligently to provide a high quality service to the residents of Henderson County. My thanks to Ray Boylston at RLS and Associates who assisted us in preparing the proposal. Ibby Whitten and Terri Bowman were also integral in completing this successful proposal.

