

**WNCSource CEO Report  
August 11, 2022**

**Recruitment and Retention of Employees**

In December of 2021 a group of WNCSource staff began meeting to discuss recruiting and retaining employees. The effects of the pandemic and vaccine requirements were causing us to lose staff. The great resignation was also challenging us to hire staff. This group became the Recruitment and Retention Task Force. We have been meeting every two to three weeks since then. These meetings, and other discussions with WNCSource Board and staff members, have inspired us to the following steps:

- Hiring and retention bonuses, some as high as \$4,500 for teachers
- Increases in teaching staff wages of approximately 20% since January 1, 2020
- Increased driver pay by approximately 21% since January, 1 2020
- Attended dozens of job fairs
- Hosted three job fairs
- The development and implementation of trainee programs for teachers and center managers
- Increased social media and television advertising
- Streamlined application process
- Weekly reports from HR Department of new applications
- Applied for a change of scope to the Office of Head Start to raise salaries further

We have had some successes. The Transportation Department was having to curtail services in December 2021, and January 2022 due to a driver shortage. That department is now fully staffed and able to participate in our new Medicaid transportation contract. We have also filled many support positions for our Children's Services Department. We are still woefully short on teachers.

We will be focusing on hiring and training more teachers. We also may have to look at new ways of hiring and training teaching staff. Our current system is not producing results.

