

WNCSource CEO Report
September 8, 2022

Let's Talk About Uvalde

Over the last two months a couple of WNCSource Board members have reached out to staff about what steps we are taking to make our facilities safe. While working on the 2015 – 2020 Strategic Plan, there was a lot of discussion around safety and facilities. This led to the creation of a Facilities Department. Clarence Tate was hired as our first Facilities Director, and working with IT Director Jonathan Stanley, WNCSource installed cameras and secure access points at all of our facilities.

Tim Camp became Facilities and Safety Director in July of 2021. Under his leadership we continue to make improvements in all aspects of safety and security. Below is an excerpt from his report to the WNCSource Board this month:

Safety Highlights:

I'm approaching safety holistically, including thorough reviews and updates of all safety policies and procedures, creations of new ones, and execution of policy communication and practice. Our safety team is focused on continual improvements in all areas, and will diligently monitor policies as no safety plan is foolproof and conditions evolve and change over time.

Examples of current procedures:

- 1-hour virtual safety training provided for all new hires, including required safety videos.
- Annual safety training conducted with all staff.
- Additional and customized safety trainings provided by request or based on need
- Regular safety inspections are conducted on all facilities
- A common and consistent language for emergency events and processes is being rolled out to ensure consistency across all sites
- Monthly and quarterly drills are conducted, including fire, natural disaster, active shooter, etc.
- All fire extinguishers, kitchen hoods, and facility fire suppression systems are inspected annually by a licensed vendor to ensure fire code compliance.
- Emergency procedures are posted in all buildings
- Procedures regulating when it's appropriate to open the doors for visitors have been instituted.
- External doors are required to be closed and locked at all times when not in use.
- Digital locks and badge readers are in place that restrict building access based on time and individual codes.
- Internal and external security cameras are installed across all facilities.
- Panic buttons have been supplied for staff and facilities
- A safety committee composed of staff from multiple departments and sites meets monthly.
- A subcommittee has been created to focus specifically on reducing slips, trips, and falls.
- A Quick Reference Guide for phone use has been created with common language for emergency situations.
- We participate in Children's Service Monday huddle meetings to discuss and provide instruction on safety issues as needed.

As you can see, WNCSource is very much focused on safety for our employees, clients, passengers and all of the children we serve. I certainly appreciate a Board of Directors that has safety as a priority.

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Impact Health Update

WNCSource did apply to provide several services to Medicaid recipients through the pilot program. Impact Health has returned the application with requests for budget revisions. We also discussed the requirements for the nutrition program and concluded it was not a good fit. Impact Health also told us they had providers to cover housing navigation. They are still interested in WNCSource providing transportation services and housing inspections through the Medicaid pilot program.

We will resubmit the application with revisions. We expect approval by November and the first services to be provided in December 2022.

WNCSource Softball Brings Home Silver

Congratulations to the WNCSource Softball (Mad Batters)! They finished second in the Henderson County Coed Softball league. Terry Bowman, Development Director and Amy Clarke, Senior Staff Accountant, started the team this spring and 26 employees, family, Board and community members played. Thank you all!