



# Operational Reports

November and December 2023 Information

December 14<sup>th</sup> Board Meeting

January 18<sup>th</sup> Policy Council Meeting



Empowering people, transforming lives

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# Program Information

Linda Carter, Children's Services Director

# Highlights



We are excited to announce WNCSource will continue serving EHS children and families in Rosman of Little Blessings under the new ownership of Kids City USA. Since the CCP grant was awarded, Ashley Marlow of Little Blessing has been an invaluable partner and made a great contribution to the success of the CCP EHS program. Thanks so much to Ashley and best wishes to her on her next adventure!

Caitlin Cole Ekman, our new Health and Nutrition Coordinator, has been hired. As an early childhood and health and wellness specialist, Caitlin brings a wealth of experience to the program. We look forward to her contributions to the program.

Family Advocates and Site Supervisors learned about Head Start Family Services in a fabulous and “enchanted” training. Over the course of the day, staff earned materials to help them build and decorate gingerbread houses! Thank you to Amy P, Kiki, Eric, and the SH team for hosting the two-day training!

# Classroom Closures



October 30 - 31, November

- 1 Classroom at Tebeau closed on October 30th due to lack of staff.
- 1 Classroom at King Creek closed on November 17th due to both staff out.
- 1 Classroom at King Creek closed on November 20th & 21st due to lack of staff.
- 1 Classroom at Hillview closed on November 20th and another on November 21st due to lack of staff.
- 1 Classroom at Tebeau closed on November 27th & 28th due to both staff out.

*All Transylvania County classrooms were closed on Tuesday, October 30th for a Teacher Workday.*

*All classrooms were closed on Tuesday, October 31st for a Teacher Workday.*

*All classrooms were closed on Friday, November 10th in observance of Veteran's Day.*

*All classrooms were closed from Wednesday, November 22nd through Friday, November 24th for Thanksgiving break.*

*An NC Pre-K Classroom at Tebeau closed for children on Monday, November 20th.*

*An EHS classroom at Sugar Hill opened for children on Wednesday November 22nd.*

# Staffing Updates



## Staff Hired:

**Krystal Bates** - After-school

**Bonnie Garner** - Nurse Consultant

**Audrey Marr** - Head Start Teacher

**Ullisa Ruiz** - EHS Teacher

**Michelle Quinn** - After-school

**Sue Krietemeyer** - EHS Teacher

**Shanon Waters** - After-school

**Olivia Hilton** - EHS Teacher

**Jennifer Ammacher** - NC Pre-K Teacher

**Logan Cartee** - NC Pre-K Teacher

**Patricia Lee** - Health Specialist

**Lauren Sawyer** - Substitute Early Childhood Educator

18 Trainees since 03/22- Program Inception

5 Apprentices hired 06/27/2023

41 Staffing Positions Open\*

*\*Not including After-school, Columbus, Substitute and Trainee/Apprenticeship positions. It does NOT include Development Day, but it does include Fletcher & Edneyville. It does include positions that are currently being filled by Trainees.*

## Staff Departing:

**Sandra Hogan**, Site Supervisor

**Lara Wingard**, ERSEA Specialist

**Bianca McElreath**, NC Pre-K Classroom Support

**Adriana Abee**, Bilingual ERSEA Specialist

**Marcia Allmond**, Substitute Early Childhood Educator

# Wrap Around Staff



## **Current Staff:**

- Henderson County: Rachel Dombeck, Cynthia Sherer, Alma Rodriguez, Teodora Palomino, Alejandra Vera, Jessica Pahuamba, and Ceri'on Ellis Mosley
- Rutherford County: None
- Transylvania County: Lauren Street

## **In the Pipeline:**

- Krystal Bate (11/01), Michelle Quinn (11/08), Claudia Barragan (11/08), Shannon Waters (11/08), Morgan Robertson (11/08), and Destiny Ledbetter (11/15).

## **Needs: (only taking in consideration current numbers of children signed up for wrap around)**

- Henderson County: 2
- Rutherford County: 0
- Transylvania County: 3

# Facilities



We would like to thank the Facilities team for helping us prepare for our seven new babies enrolling at Sugar Hill by assembling seven cribs and seven low chairs.

Safety Committee meeting was held on November 14th -

M.N 11/29/23

# Program Instruction



**ACF-PI-OHS-23-04** Issuance Date: 11/20/2023 <https://eclkc.ohs.acf.hhs.gov/policy/pi/acf-pi-ohs-23-04>

**SUBJECT:** Notice of Proposed Rulemaking (NPRM) on Supporting the Head Start Workforce and Consistent Quality Programming – Public Comment Period

## **INSTRUCTION:**

The Office of Head Start (OHS) has a Notice of Proposed Rulemaking (NPRM) in the Federal Register, [Supporting the Head Start Workforce and Consistent Quality Programming](#). The publication opens a 60-day public comment period. OHS is soliciting feedback on these proposed changes and will use comments submitted by the public in making decisions for the final rule.

This [NPRM proposes](#) new and enhanced changes to the Head Start Program Performance Standards (HSPPS) in three main areas: workforce supports, mental health, and other quality improvements. The proposed revisions would ensure OHS provides clear federal requirements for:

- Wages and benefits to support the Head Start workforce
- Better integration of mental health into all levels of Head Start programming
- Enhanced standards in other service areas to promote quality improvement and clarity of requirements

The current HSPPS remain in effect until a final rule is issued.



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# Enrollment

Kasheiva Jackson, Family Services Manager

# Enrollment

## Overall Enrollment

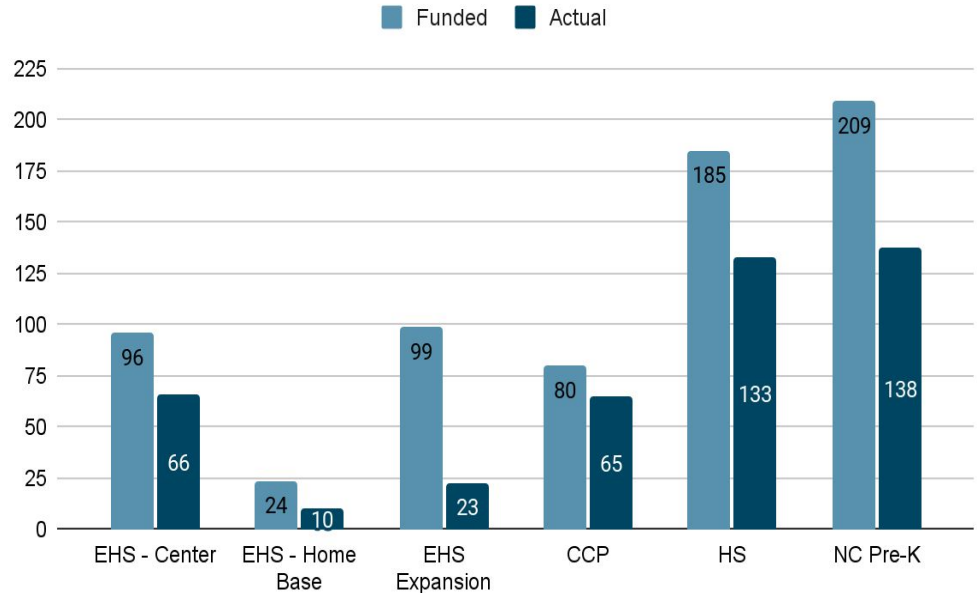
Sugar Hill 2-Infant room opened 11/27  
Tebeau 6-Closed 11/17/23

- Early Head Start (Center-Based) 68%
- Early Head Start (Home-Based) 41%
- EHS Expansion 23%
- EHS/CCP 81%
- HS-71%
- NCPK- 66%

## Waitlist

- **103** Participants on the Waiting List. Some children may be waitlisted for multiple program options. **92** additional apps waiting to be audited and added to the waitlist. **0** Families are Waitlisted for the Home Visiting Program
- **41** Children are Waitlisted for the Early Head Start. **2** waitlisted for EHS Expansion
- **6** waitlisted for CCP Program
- **47** Children are Waitlisted for Head Start
- **14** NC Pre-K Program

## 2023-2024 Enrollment



# Attendance

November 2023

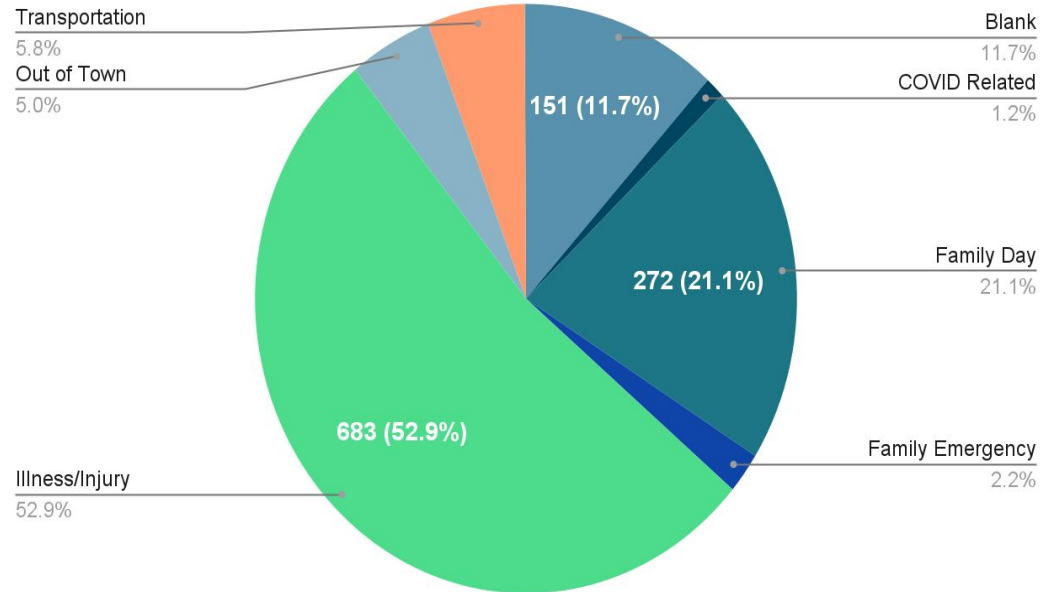
## Average Daily Attendance by Program Type

- EHS Average Attendance 81%
- CCP Average Attendance 80%
- Head Start Average Attendance 81%
- NC Pre-K Average Attendance 85%

## Absence Summary

- Total number of Absences from 10/26-11/30
  - 1290 (Increase of 372)
- 15 absences are related to COVID and a majority absences are due to Illness/Injury.

## Absence Reasons



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# Education & Child Development

Candy Doncevic, Education Coordinator

# Child Development Progress



Data from 2022-2023 can be accessed here:

<https://drive.google.com/file/d/1RD46GRIWkXGVhJhIWpM4ZupvMythACxx/view?usp=sharing>

- Of our School Readiness Goals, children's demonstration of phonological awareness skills of rhyming and noticing alliteration are the lowest. With the NCPReK new focus on LETRS, we will be expanding some of this knowledge and skills to our other classrooms with a renewed focus.
- The largest age group we serve is 4 year olds. More than 50% have not been in a child care setting prior to coming to us. That group starts off with much lower skill levels and almost all are meeting or exceeding expectations by the end of the program year.
- Growth charts are not fully reliable since children were in and out during the program year. Few children had data in October and May.

# Snapshot of Fall 2023 Checkpoint Data

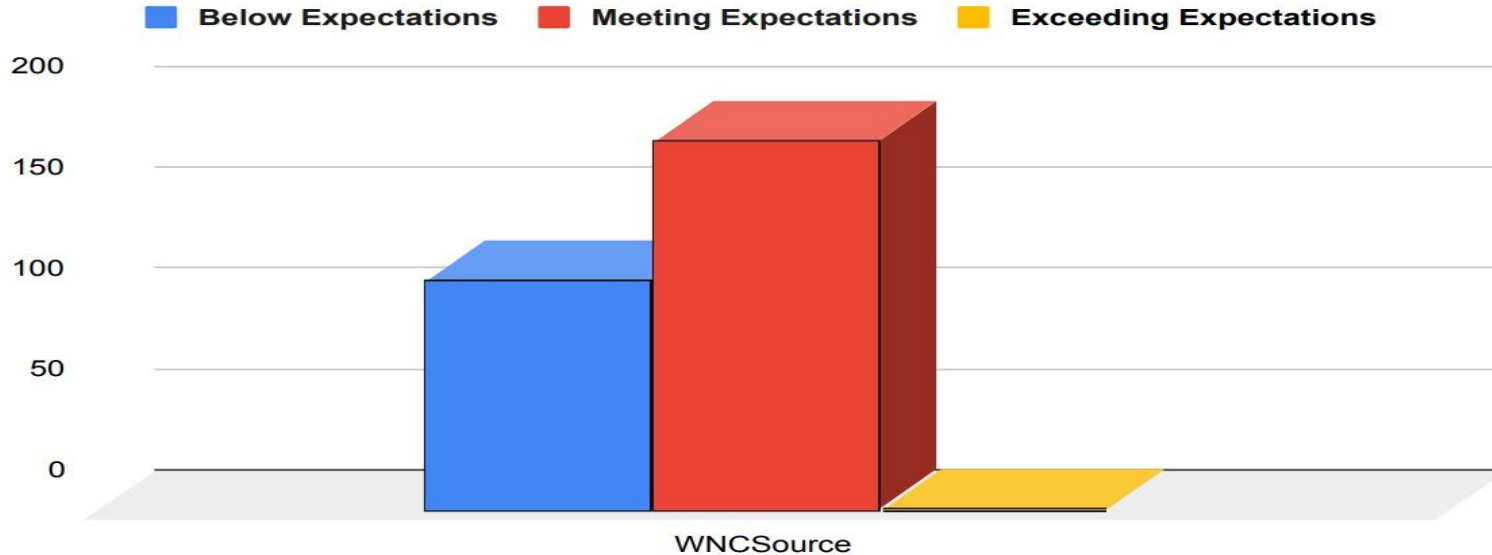


- Out of 341 possible children 327 had enough GOLD data.
- 327 children are from 36 classrooms and 18 sites
- 50% Male, 49% Female
- 8% African American, 76% White, 1% Pacific Islander
- 44% Hispanic or Latino and 56% not Hispanic or Latino
- 3% children with IFSP (EHS) 6% with IEP (HS)
- Of the 327 children enrolled in the program 173 are the first year in our program
- 67% of the children's primary Language is English and 32% are Spanish

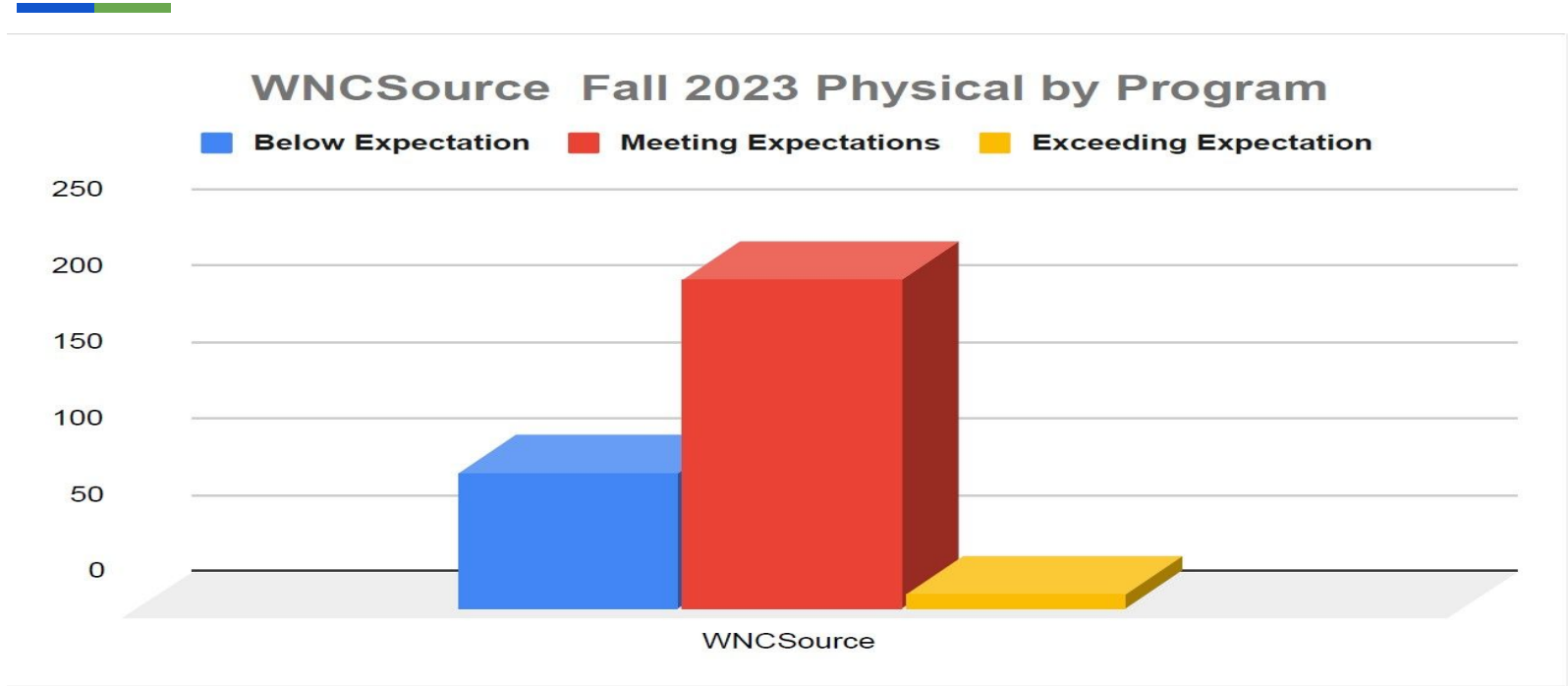
# Social-Emotional by Program



## WNCSource Fall 2023 Social- Emotional by Program

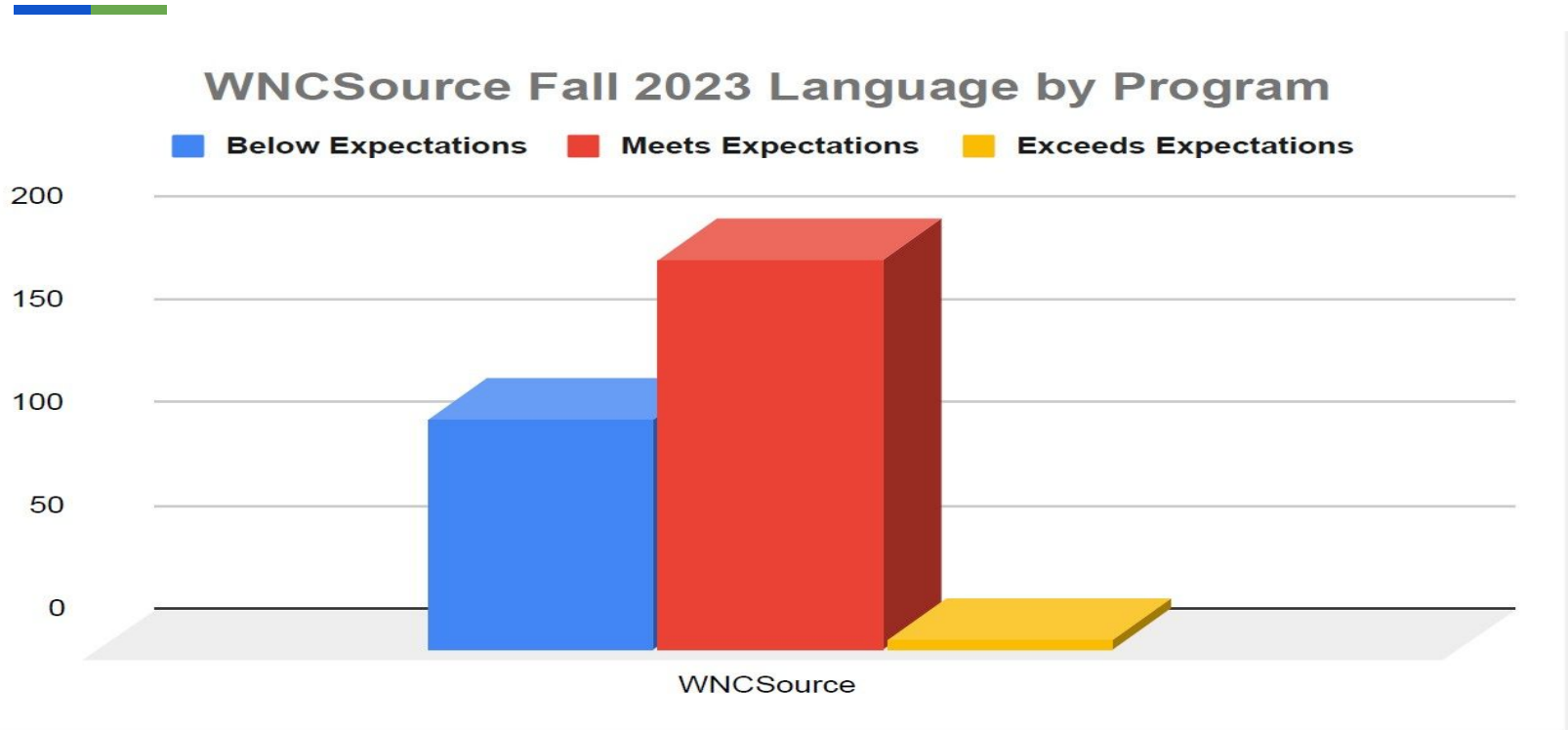


# Physical by Program

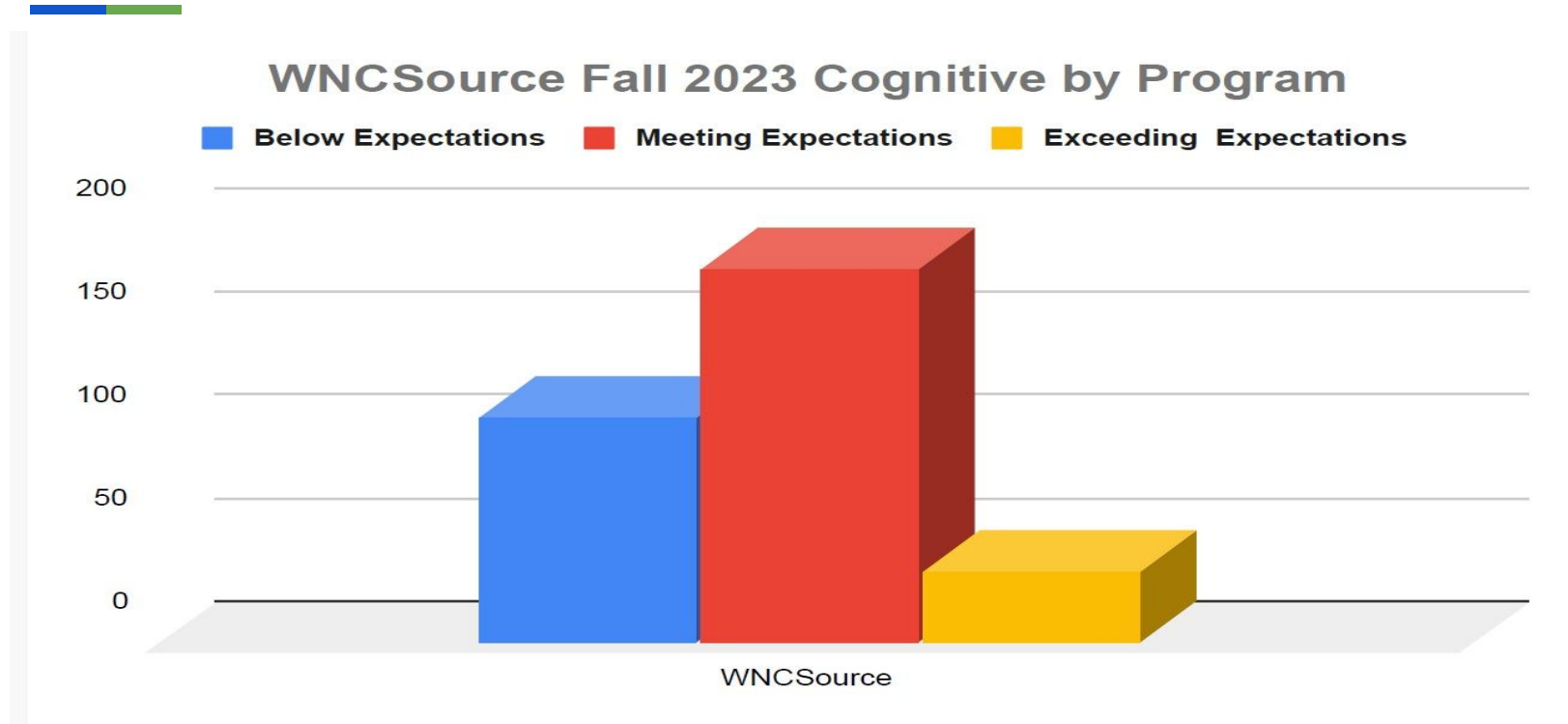




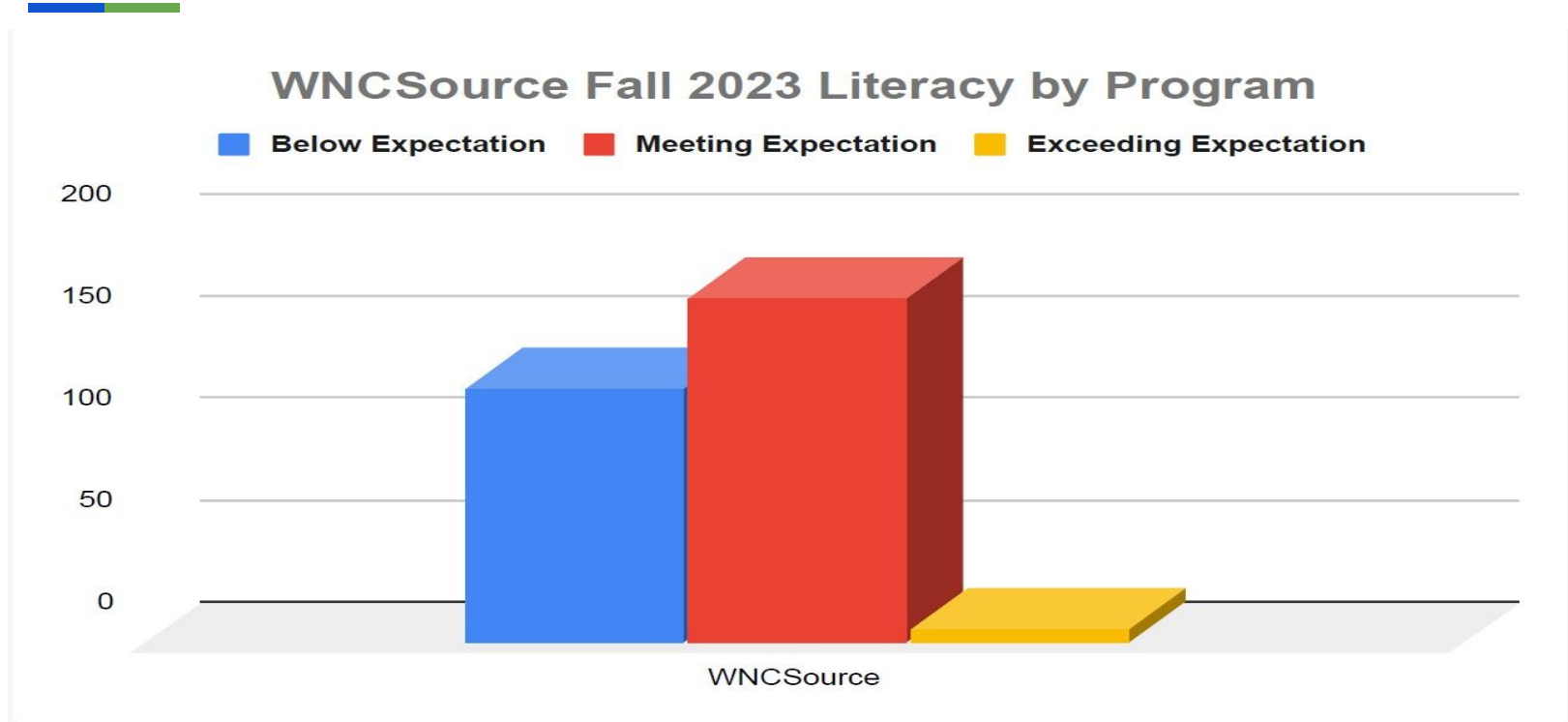
# Language by Program



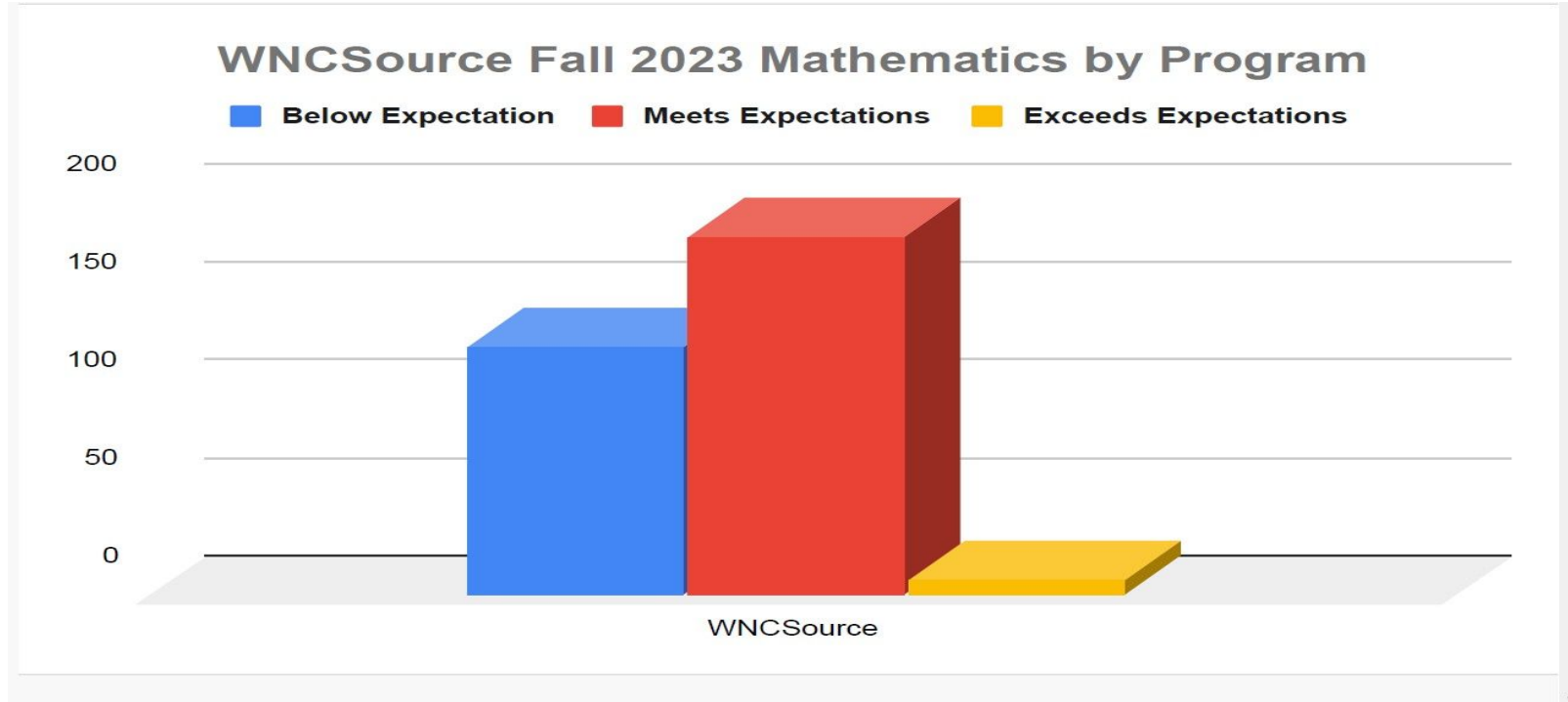
# Cognitive by Program



# Literacy by Program



# Mathematics by Program



# Family Engagement in Children's Education

**Home Visits** between staff and families facilitate the building of trusting relationships and community with families. We complete these with families before or within 2 weeks of a child enrolling into a classroom.

248 children have had a HV with their teacher

45 children have not yet had a HV



## Family Mobile App

- 10 classrooms are using **My Family App** to share curriculum resources with families.
- 100 Families have downloaded and used the Family app and shared:
  - reading children's books,
  - using Mighty Minutes, and
  - viewing Modeled Moment Investigational Videos



# Coaching Updates

Coaches are beginning to utilize **Coaching To Fidelity App** to support the Practice Based Coaching Cycle.

Early Head Start classrooms Fidelity Tools have been completed to determine level of fidelity for implementation of the curriculum. During October the Coaches have worked with Head Start & NC Pre K Classrooms to complete determine their Fidelity. The full out come for all programs will be reported in December.

Coaching Support for Classrooms

- 12 Intensive (weekly or bi-weekly)
- 12 Standard (monthly)
- 2 Self Coaching



# Parent Educator Home Visit Rating



The Home Visit Rating Scales (HOVRS) was used in February to assess the quality of home base services. This scale looks at both Home Visiting Practices and Family Engagement and is rated from 1-7 with 3 being minimal, 5 being good, and 7 being excellent.

## **Home Visit Practices Score = 6**

- Relationship building with family
- Responsiveness to family strengths
- Facilitation of parent-child interaction
- Collaboration with parent

## **Family Engagement Score = 5.33**

- Parent-child interaction
- Parent engagement
- Child engagement

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# Early Intervention

Mary Hanson, Early Intervention Coordinator



# Development & Behavior Screenings

- 314 Children have received Development & Behavioral screenings this program year.
- 95 Children have a “Referral Recommended” status. Some families have requested referrals and we are supporting those. Others we will re-evaluate when 1st Checkpoints come in.
  - 82 for Developmental Needs only
  - 31 for Behavioral Needs only
  - 16 for both
- 40 Children are scheduled to have ASQs completed within 45 day requirement.



# Disabilities Services

Program	Open IFSP / IEP	% of enrolled	% of funded enrollment	Referrals	Child Support Plans
EHS	7	11%	6%	5	0
CCP	6	9%	8%	5	2
Expansion	0	0%	0%	1	0
HS	15	11%	8%	12	4
NC PreK	10	12%	NA	5	1

Each Program Option except NC PreK requires us to serve 10% of our funded enrollment with children who qualify for an IEP or IFSP.

Diagnosed Disabilities include:

- Autism (11)
- Health Impairment (5)
- Developmental Delay (14)
- Speech or Language Impairment (8)
- Hearing Impairment (1)

Team is supporting 17 children with an initial Early Alert to determine any developmental needs.

# Mental Health

7% of enrolled children (24) received support from the Early Intervention Team during November for behavioral/mental health needs.

117 Behavior Incidents logged during November for 34 children in 10 different classrooms.

Team is supporting 7 children with an initial Early Alert to determine any behavioral needs.

The Team is working with sites to hold parent engagement events in December focusing on mental health and providing resources to parents.

	% Receiving Support
Bruce Drysdale	7%
Clear Creek	22%
Dana	0%
Etowah	20%
Flat Rock	0%
Forest City	13%
God's Gifts	0%
Hillandale	12%
Hillview	9%
Home-based	0%
Kids Kingdom	0%
King Creek	4%
Laurie's	0%
Little Blessings	0%
Little Bright Minds	0%
Little Red	0%
Sugar Hill	18%
Tebeau	8%

# Early Intervention Updates



13 Children are receiving private therapy throughout our agency.

Our Classroom Specialist Nathalie Steffan Santos is moving out of support at Tebeau and moving to Etowah.

We just filled out last vacancy and will be fully staffed beginning January 2024!

## Support Provided:

- ASD checklists and resources
- Notify school systems and CDSA for IFSPs, IEPs
- ASQ screenings and parent conferences
- Child Support Plan meetings
- Communications with parents and community partners
- Sensory tools and strategies
- Observations and development of CSPs.
- Classroom teacher supports
- Working with HCPS ,TCPS, CDSA, Olson Huff, TEACH, Key Autism Center, Carolina Peds, Mental Health Specialists, Children and Family Resource Center.

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# Health & Nutrition

Caitlin Cole-Ekman, Health & Nutrition Coordinator

# Well Child Check Status



Expired Well Child Checks as of 11/29/2023:

EHS: 33 Children; 68% up to date

CCP: 9 Children; 86% up to date

HS: 1 Children; 88% up to date

NCPK: 10 Children; 88% up to date

# Dental Status



Dental status as of 11/29/2023:

- 78/360 children >1 years old are without dental homes
- 123 have been seen in last 6 months
  - Many more had appointments but we haven't received paperwork
- November Dental Campaign was a success!
  - 43 scheduled appointments for children who have never been seen OR are not up to date

# Vision and Hearing Referral Status



- Heath team currently completing screenings for 2023-2024 program year
  - 1st priority is to screen new participants
  - Along the way we are getting updated annual screenings for returning children
  - If a child fails screening 2x, we refer to them to their pediatrician for further screening/evaluation

Hearing- 332 completed, **1 child past 45 day requirement**, 0 referrals needed

Vision- 336 completed, 0 children past 45 day requirement, 17 children are currently in the referral process



# CACFP November

Center	Breakfast Meals Served	Lunch Meals Served	Afternoon Snacks Served
Bruce Drysdale	213	216	194
Clear Creek	282	287	282
Dana	286	282	243
Etowah	618	593	552
Flat Rock	194	209	180
Hillandale	259	262	245
Hillview	459	454	418
King Creek	784	776	682
Sugar Hill	646	671	597
Forest City	188	195	174
Tebeau	375	377	360

September Reimbursement:  
\$31,662

August Reimbursement:  
\$21,269

July Reimbursement:  
\$2,922  
(Snacks, Forest City and Hillview  
Only)

June Reimbursement:  
\$14,149

May Reimbursement:  
\$27,232

April Reimbursement:  
\$21,816

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# Family Services

Kasheiva Jackson, Family Services Manager

# Family Services



Books are great but we can make our own family/life stories using almost anything. Parents have time to have socialize, relax and just have free time. After painting, they went to get their children and continued painting with them. It's very important for me to offer parents a time to be calm and then extend the activity to their children. Families enjoyed apple pie and orange juice.

Veronica Unda



# Parenting Curriculum: Ready Rosie



We have 226 (+41) families connected to ReadyRosie.

## Parent Comments

- **Dump and Pick Up:** "He loves dumping his toys but not a fan of picking them up all the time"
- **Family Movie Night:** "He loves watching certain movies and acting them out whole they play. Superpets is his favorite. He also loves the Grinch"
- **Pet Greetings:** "Le gustan los perros cuando salimos al parque observa y pregunta si puede tocar la mascota le encantan soy feliz al verla emocionada."

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# Program Updates

**Bridgett Librado, EHS Program Services Manager**  
**Amy Smith, HS / NCPK Program Services Manager**  
**Kathleen McDavid, CCP Coordinator**  
**Hunter Weatherford, PD Coordinator**



## Early Head Start Updates/Highlights



- Etowah was able to open up their Wrap Around (after school hours) in November for families, so we are excited to see more children participate in our afterschool program for this area. We realize the growing concern for extended hours and are working hard to hire afterschool staff to meet the needs of the surrounding communities.
- Sugarhill opened up an additional EHS classroom for infants- providing support for 8 new families on November 27th. We are excited to welcome all of the new families to our facility.
- Sugarhill held Family and community events: Nutrition classes are being offered at SH once per week. In addition, a family engagement for ready rosie was held and families were served coffee and cookies while they briefly discussed how to log in.





# EHS PICS- Building study for all families who were able to participate and see how creative their children are in this process



# Head Start / NC Pre-K Program Highlights

As we enter the winter season, there is a focus on staff retention and development:

Monitoring for Quality, Safety and Staff Performance continues for Head Start and NCPK classrooms...

- Site Supervisors, Area Managers and Program Managers collectively **monitor the classrooms** throughout our service area on a weekly/monthly basis. This enables the leadership team to build relationships, scaffold teachers in their development and ensure quality services are being provided to children & families.

Accompanied with monitoring comes a **Reflective Supervision** approach...

- **Reflective Supervision** is when supervisors guide and supports staff members through challenges they face working with young children and their families. This is done individually with staff & involves stepping back from the hands-on experience in the classroom and reflecting honestly on what the experience means or the “WHY” of the work we do everyday in Head Start. Beyond relationship building, is a key component of “connecting” with staff supporting retention.





# Partnership (CCP), EHS, and FCCH Updates

Slide 1

## Little Red School - **Eight of 10 EHS Spots Filled.**

- LR1 has 3 EHS infants
- LR2 has 5 EHS children

## God's Gifts (FCCH) - **Fully enrolled**

## Little Blessings: **Fourteen of 16 EHS Spots Filled.**

- Room: Waddlers: Eight of eight EHS spots filled
- Room Toddlers: Six of eight spots filled

## Laurie's Child Care - **Five of Five EHS Spots**

- Five of five (FCCH) EHS spots filled. One teacher

## Kids' Kingdom - **Eleven of 12 EHS Spots Filled.**

- Infants/Ones Room: Four of four EHS spots filled, Staff: Two teachers.
- Toddler 1 Room: Seven of eight EHS spots filled.

## Little Bright Minds - **Four of eight spots filled**

**(New partner with four existing children who must age-out before we can enroll more)**

# Partnership (CCP), EHS, and FCCH Updates

Slide 2

Our partner, Little Blessings, in Rosman, has sold its business and our partnership ended Nov. 30th 2023. We have a new partnership with the new owners, Kid City, which begins December 1, 2023. Fortunately, the 14 currently enrolled EHS families will enjoy uninterrupted care and education.

Our CCP family advocates completed a successful two-day FA training on November 28th and 29th to better serve our families.

Work continues to encourage the opening of new family child care homes in Transylvania County.



# Professional Development Updates

Using the NHSA Academy, Jennifer Wolfe has continued to diligently work through getting her Preschool CDA!

Also using the NHSA Academy, Yessica Garcia Araujo and Jeanette Rodriguez have continued working to gain their Family Services Certificate and are making great progress!

In November we also had new teachers Kimberly Perez Juarez and Karina Garcia-Avalos begin work on gaining their Infant/Toddler CDA!

We have 8 staff attending the Family Engagement Conference In NOLA on December 3rd-7th! We look forward to hearing all about their time there upon their return.



**November 28th and 29th Family Advocate Training:** We spent the day at Sugar Hill with Amy Phillips, Kashevia Jackson and Eric Hoffman leading training for our amazing Family Advocates. During the two day training our FAs and Site supervisors reviewed the policies and procedures that encompass the FA role. We then were able to move beyond the Procedures into how to bring the work with families to life and individualize the services to the families we are serving. We were also lucky to get to engage in a festive gingerbread house building activity!

**Apprenticeship Program:** During this rotation our 4 Apprentices have taught lessons, helped with student documentation and completed student bios and mock newsletters. They will finish this current rotation on Dec 21st.