

# CCP Goals 2024-2029

## What is the Data telling us?

What does the Community Assessment tell us?	It's difficult for families to have an interruption in their child care or a lack of continuity of care for their children due to staff turnover.
Concerns that data showed during Self-Assessment	CCP staff need training yet fitting training into the current CCP model is challenging.. CCP teacher pay is less than WNCSource's wages. Health Insurance is not provided by CCP partners for their staff.
What did we learn during on-going monitoring?	CCPs have a high turnover rate for staff which means curriculum implementation is challenging/not meeting expectations and learning Head Start performance standards has also been difficult. CCP Teachers appreciated the retention bonus that was given during year 5 of the previous grant. Surveys from all CCP sites stated that increased pay and health insurance would increase job satisfaction and staff longevity.

**Goal #1 WNCSource will partner with our CCP providers to ensure they recruit, hire, and retain highly qualified and well compensated staff so they can provide the highest quality and consistent services to all children and families.**

Measurable Objective:	<b>75% of teachers in the CCP program remain at their center for a minimum of 2 years</b>
Expected Outcomes:	Increased curriculum implementation and responsive relationships with children for higher quality of education and care. Increased continuity of care for children in CCP EHS classrooms. CCP Directors will have a stable, more experienced teaching staff enabling more time for oversight of their program
Expected Challenges	Teacher salaries are currently lower than other professions (ex. fast food industry) Lack of health insurance is one reason why CCP staff have reported leaving the profession or seeking employment with WNCSource over the CCP program.
Data, Tools & Methods for Tracking Progress:	Track and record each teacher's tenure Stay & Exit interviews

Measurable Objective:	<b>100% of CCP sites will provide their staff the resources and support needed to feel recognized, valued and adequately compensated in their role.</b>
Expected Outcomes:	CCP teaching staff will be passionate about creating EHS environments that bring about increased outcomes for children and families. Reduced financial and other stressors on CCP teachers. CCP businesses will be running more smoothly and profitable.
Expected Challenges	CCP Directors have limited budgets and funding sources to meet their current business structure. They are mostly using their EHS funds to give a little more cushion for their overall budget, not necessarily seeing the value of EHS or putting dollars toward EHS teacher wages.
Data, Tools & Methods for Tracking Progress:	Surveys on individual CCP site teaching staff wages and trends Teacher job satisfaction surveys Local Market rates for Child Care Subsidies

## Action Plan

Action plan for all objectives within the one goal - repeat this for each Goal

Actions / Strategies	Who is Responsible	Timeline	Financial Supports
Conduct analysis and formally confirm factors that affect recruitment and retention, especially around staff recognition and satisfaction	CCP Coordinator Directors	During September 2024	None
Run recruitment ad/campaign for new teachers as vacancies occur.	CCP Coordinator Directors ERSEA	Beginning August 2024 and ongoing through July 2025 as staff vacancies occur	CCP Budget
Partner with Regional T/TA to provide 5R training to CCP Directors that focuses on (Responsive Relationships, Resources, Recognition, Reasons, and Reflective Dialogue)	CCP Coordinator PD Coordinator CS Director	September 2024	T/TA Budget as needed
Share WNCSource EAN resource	CCP Coordinator	August 2024	None

Each CCP Director will develop an action plan for their site to increase staff satisfaction through various possible opportunities including teacher pay increases, affordable health insurance, substitutes and/or additional staff to provide focused planning time..	CCP Coordinator CCP Program Quality Support CCP Directors	Site Action Plans are created by August 2025	CCP Budget
Work with CCP providers to establish a sustainable retention bonus program for their EHS staff	WNCSource CCP Coordinator	Starting November 2024 2 x per year in November & May	
Support teaching staff in achieving further education through community colleges and 4-year degree programs by providing information and guidance in how to access T.E.A.C.H. and learning opportunities that are available.	CCP Coordinator PD Coordinator CCP Directors	Ongoing with a focus as new semesters are starting	T/TA Budget
Staff Satisfaction surveys used with CCP teaching staff and evaluated for information and growth determinations.	CCP Coordinator Directors	At the end of each Program Year.	None
Introduce Trauma-Informed tools and practices to CCP sites	CCP Coordinator Program Quality Support School Readiness Coach	September 2024	None

## What is the Data telling us?

What does the Community Assessment tell us?	We are unable to maintain healthy waitlists for some CCP sites, EHS families must leave EHS on the child's 3rd birthday and there are not enough Head Start spots to accommodate all EHS children leaving EHS.
Concerns that data showed during Self-Assessment	Families may not choose to enroll in a program that ends at 3 yrs old. Many families do not want FCCH due to lack of knowledge on FCCH programs. FCCH Location can sometimes be a factor in our inability to fill a spot. Several CCP sites cannot maintain healthy waitlists for enrollment. Teacher turnover causing classroom closures.
What did we learn during on-going monitoring?	Many families do not know the benefits of FCCH and choose not to take an EHS spot in an FCCH. Location can sometimes be a factor in our inability to fill a spot

## Goal #2 Build a collaborative community system to be able to support our children and families when children age out of EHS so they maintain continuity of high-quality care

Measurable Objective:	<b>75% of children turning 3 are immediately transitioned into a high-quality care and education program</b>
Expected Outcomes:	Families being more supported and less stressed about their child's pre-kindergarten care and education. More families willing to enroll in the CCP program & inspired to recommend EHS in CCP to new parents. CCP programs are more attractive for families because of higher continuity of care options. CCP site directors are more supported and have reduced stress around caring for children after age three. CCP directors have fewer age-out concerns and less temptation to go against EHS age-out policy.
Expected Challenges	Dedicated staff time to create an effective community system. Location/available care can sometimes be a factor in our inability to provide post age three options. Many families prefer centers vs FCCH sites (FCCH ages out at 4).
Data, Tools & Methods for Tracking Progress:	Track number or successful transitions and where children transferred for age 3 to 5 care.

Measurable Objective:	<b>100% of CCP sites will have a waitlist of 20% of their EHS contracted enrollment</b>
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Expected Outcomes:	CCP will have 100% enrollment at all times. CCP Sites are able to receive their full payment each month.
Expected Challenges	Current enrollment processes are not established to track waitlists by site. Location can sometimes be a factor in our inability to fill a spot. Teacher turnover and classroom closures resulting in families dropping from the program.
Data, Tools & Methods for Tracking Progress:	ChildPlus waitlist reports.

## Action Plan

Action plan for all objectives within the one goal - repeat this for each Goal

Actions / Strategies	Who is Responsible	Timeline	Financial Supports
Create a database of available care options for 3 year old children by county/community for the CCP partner locations.	CCP Coordinator Program Quality Support FA	August 2024-December 2024	none
Train FAs in three yr-old transitions and options for care to share with families.	CCP Coordinator FA	January 2025	none
Track number of successful transitions and where children transferred for continued care	CCP Coordinator Program Quality Support FA	Each January and July starting 2025	none
Review & update current ERSEA procedures to support waitlist development for each CCP Site	ERSEA Coordinator CCP Coordinator Possibly RIV T/TA	Winter 2025 Review annually to ensure it is still effective and if other action steps need to be taken.	none