

2022

# 2022 Annual Report

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## About the Agency

### **The Promise of Community Action**

*Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.*

### **MountainHeart's Mission Statement**

*Working together with individuals, families, and communities to provide resources for a better life.*

MountainHeart Community Services, Inc. Is An Equal Employment Opportunity Employer

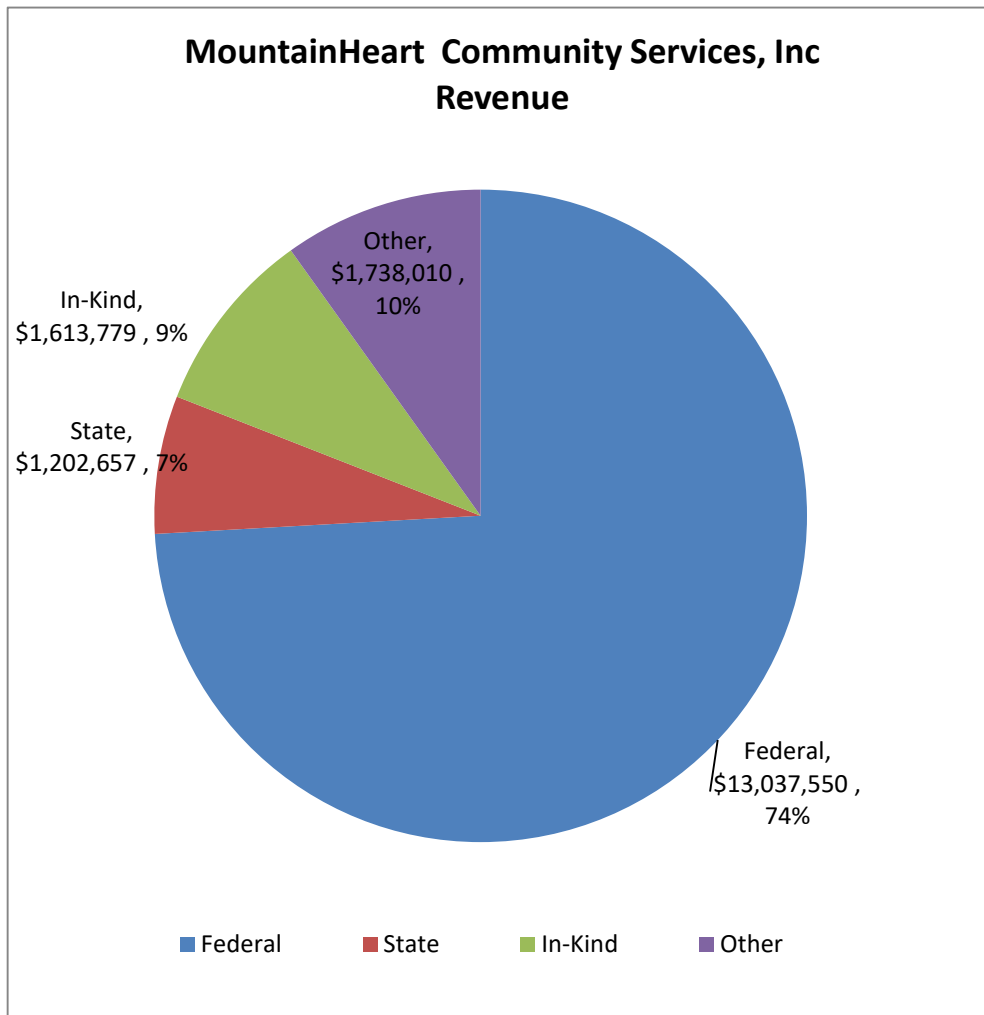
MountainHeart Community Services, Inc. is a private, nonprofit 501(c)(3) community action agency that was incorporated in 1965 in accordance with the economic opportunity act of 1964.

## Funding

Sec. 6444(a) (2) of the Head Start Act of 2007 requires Head Start programs to produce annual reports that contain the following information.

(A) The total amount of public and private funds received and the amount from each source.

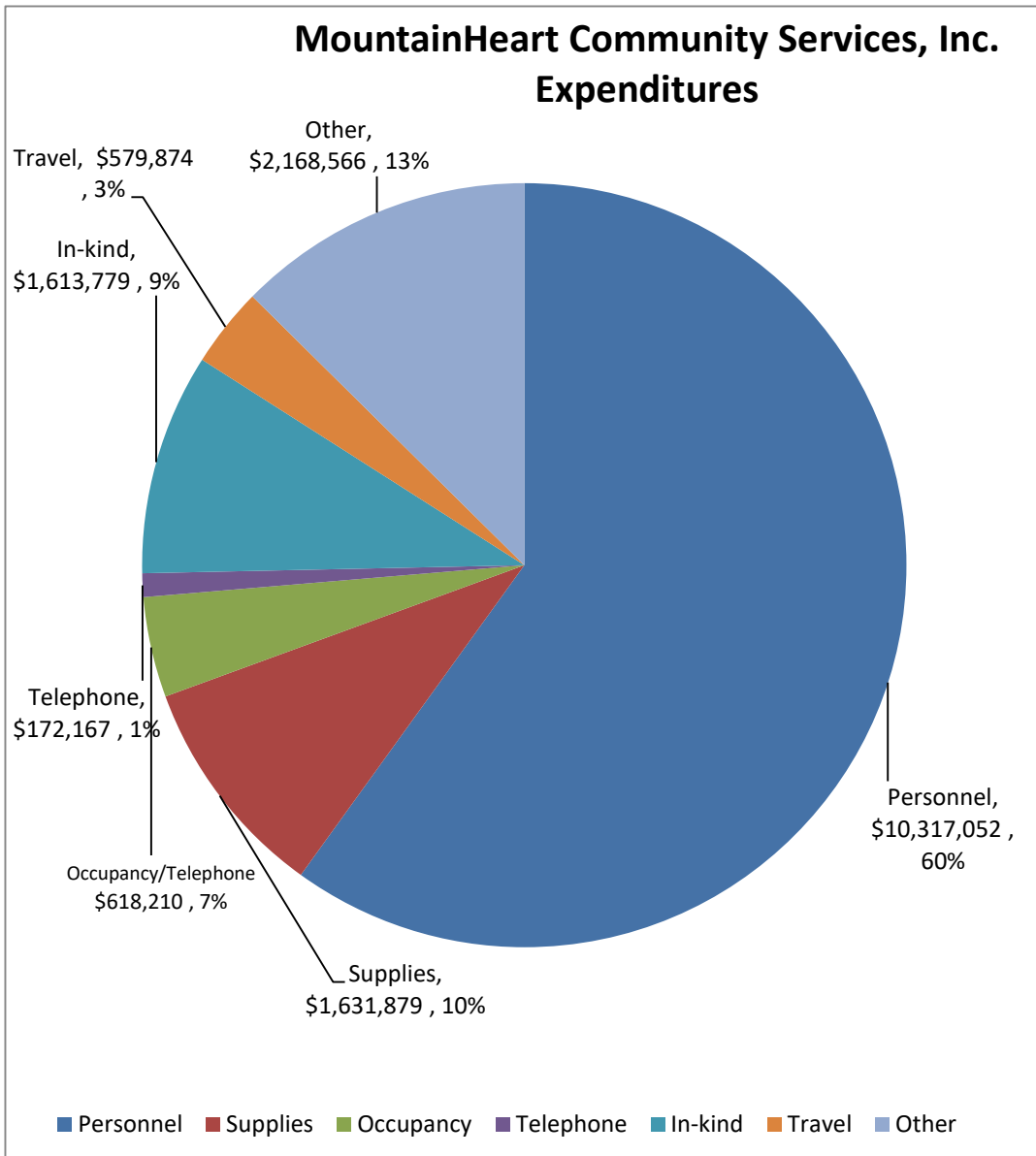
### MountainHeart Community Services, Inc. Agency Funds 2022 (unaudited)



Federal	\$	13,037,550	74%
State	\$	1,202,657	7%
In-Kind	\$	1,613,779	9%
Other	\$	1,738,010	10%
	\$	17,591,996	

(B) An explanation of expenditures for the fiscal year.

MountainHeart Community Services, Inc.  
 Agency Expenditures 2022 (unaudited)

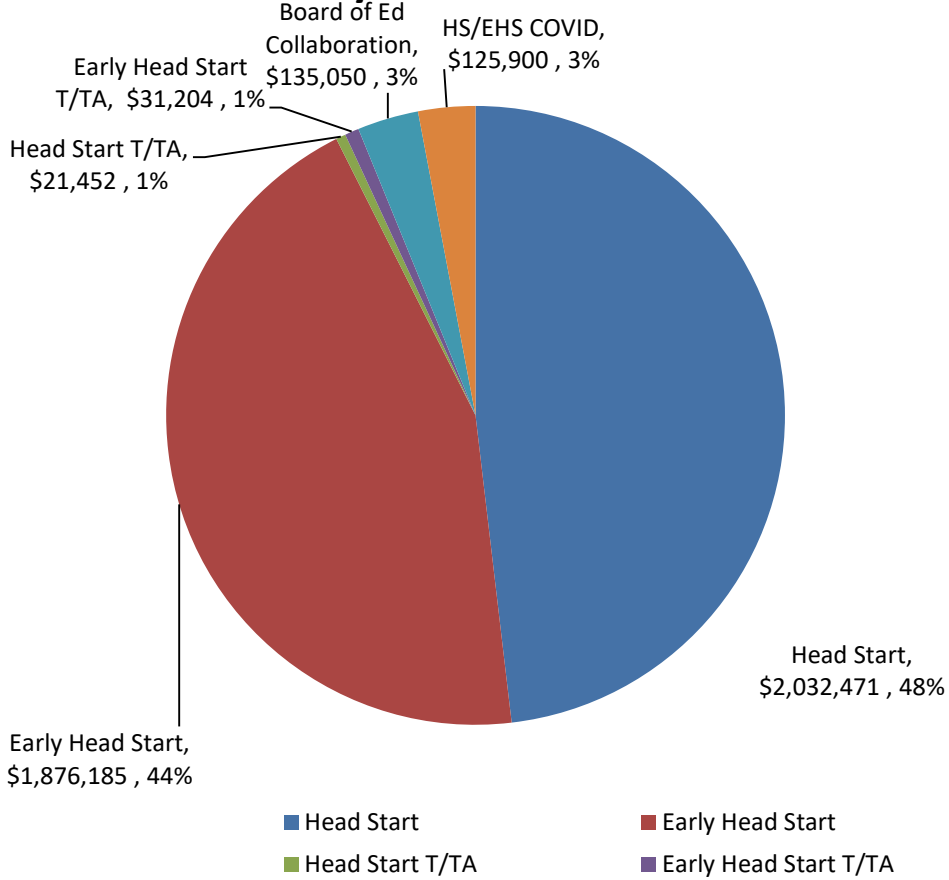


Personnel	\$	10,317,052	60%
Supplies	\$	1,631,879	10%
Occupancy	\$	618,210	7%
Telephone	\$	172,167	1%
In-kind	\$	1,613,779	9%
Travel	\$	579,874	3%
Other	\$	2,168,566	13%
	\$	17,213,267	

MountainHeart Community Services, Inc.  
 Head Start/Early Head Start, BOE Collaboration 2022

# MountainHeart Community Services, Inc

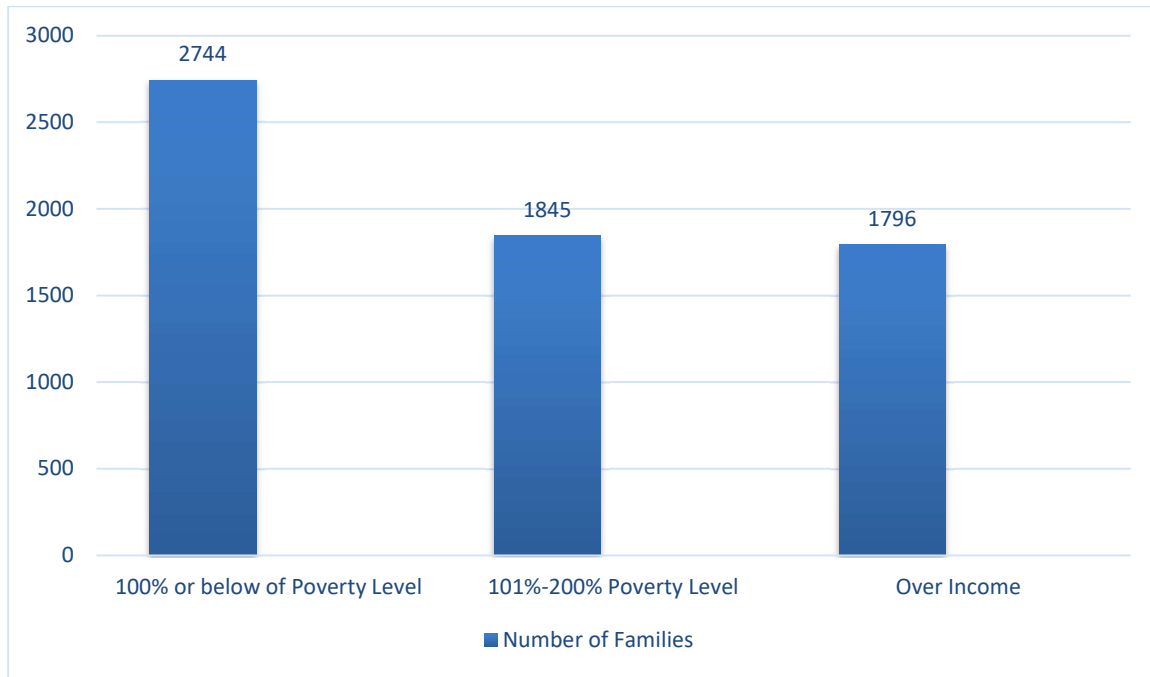
## Head Start & Early Head Start Revenue



Head Start	\$	2,032,471	48%
Early Head Start	\$	1,876,185	44%
Head Start T/TA	\$	21,452	1%
Early Head Start T/TA	\$	31,204	1%
Board of Ed Collaboration	\$	135,050	3%
HS/EHS Covid	\$	125,900	3%
	\$	4,222,262	

# Statistics

MountainHeart Serve 6,385 families and 18,062 individuals.



Poverty Level	Number of Families
100% or below	2744
101% - 200%	1845
201% or more	1796

The total number of children and families served, the average monthly enrollment (as a percentage of funded enrollment): and the percentage of eligible children served.

## Successes of our program

### Child Care Resource and Referral Region V

#### **Introduction:**

MountainHeart Community Services, Inc. is contracted by West Virginia DHHR, Division of Early Care & Education to administer two of the six Child Care Resource and Referral (CCR&R) agencies in the State of West Virginia. The Child Care Resource Referral Region V (North) program provides services to 15 counties (Barbour, Berkeley, Grant, Hampshire, Hardy, Jefferson, Lewis, Morgan, Mineral, Pendleton, Preston, Randolph, Taylor, Tucker, and Upshur) with office locations in Elkins, Grafton, Martinsburg and Petersburg.

In 1996, the Child Care and Development Fund (CCDF), authorized by the Personal Responsibility and Work Opportunity Act, was implemented. The Act combined several federal child care programs into one block grant designed to provide state child care assistance programs to assist low-income families, families receiving temporary public assistance, and those transitioning from public assistance for child care to support work or attend training/education.

The mission of the CCR&R program is to meet the diverse needs of parents, children, child care providers, and the community through comprehensive, family-friendly services. These services are designed to encourage providers, empower families, and ensure all community members that quality care for all our children is a priority.

There are three (3) core services provided through Child Care Resource and Referral:

1. Resource and Referral
2. Management of the Subsidy Certificate program--Assisting eligible parents with their child care costs
3. Professional Development and Technical Assistance to child care providers, parents, children, and the early childhood community.

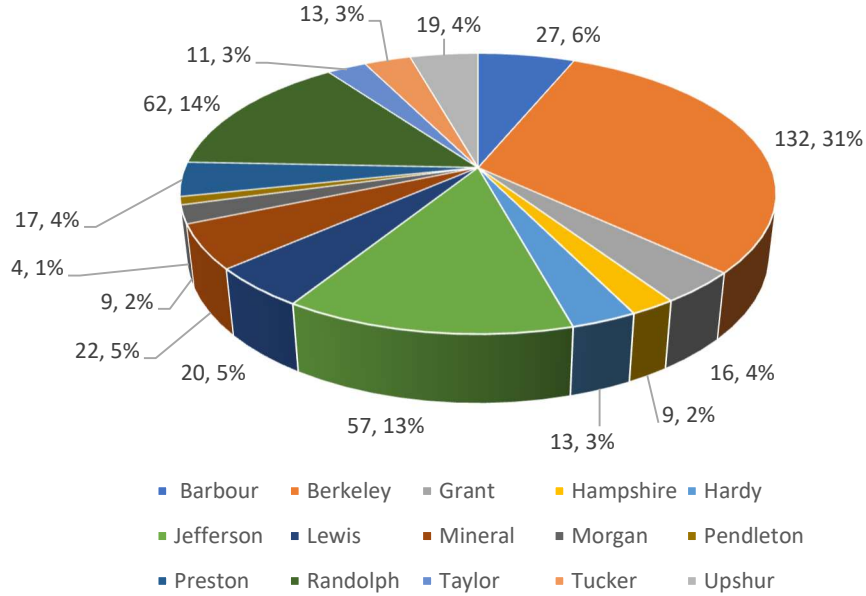


## INFORMATION SYSTEM REPORT

### NUMBER OF CHILD CARE PROVIDERS (PER COUNTY) IN REGION V

County	Providers Per County	Percentage of Total Providers
Barbour	27	6%
Berkeley	132	31%
Grant	16	4%
Hampshire	9	2%
Hardy	13	3%
Jefferson	57	13%
Lewis	20	5%
Mineral	22	5%
Morgan	9	2%
Pendleton	4	1%
Preston	17	4%
Randolph	62	14%
Taylor	11	3%
Tucker	13	3%

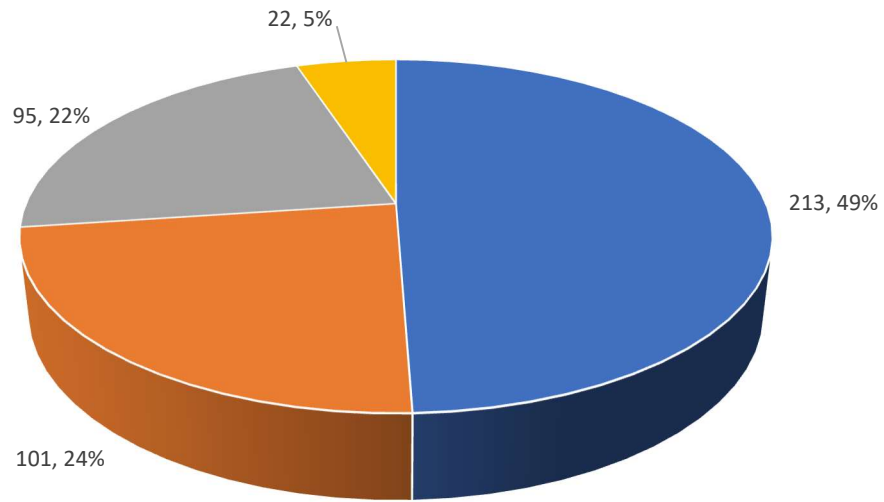
**NUMBER OF CHILD CARE PROVIDERS (PER COUNTY) IN  
REGION V**



**THE TOTAL NUMBER OF CHILD CARE PROVIDERS CATEGORIZED BY FAMILY  
CHILD CARE HOMES, FACILITIES AND CENTERS WITHIN OUR 15-COUNTY  
REGION**

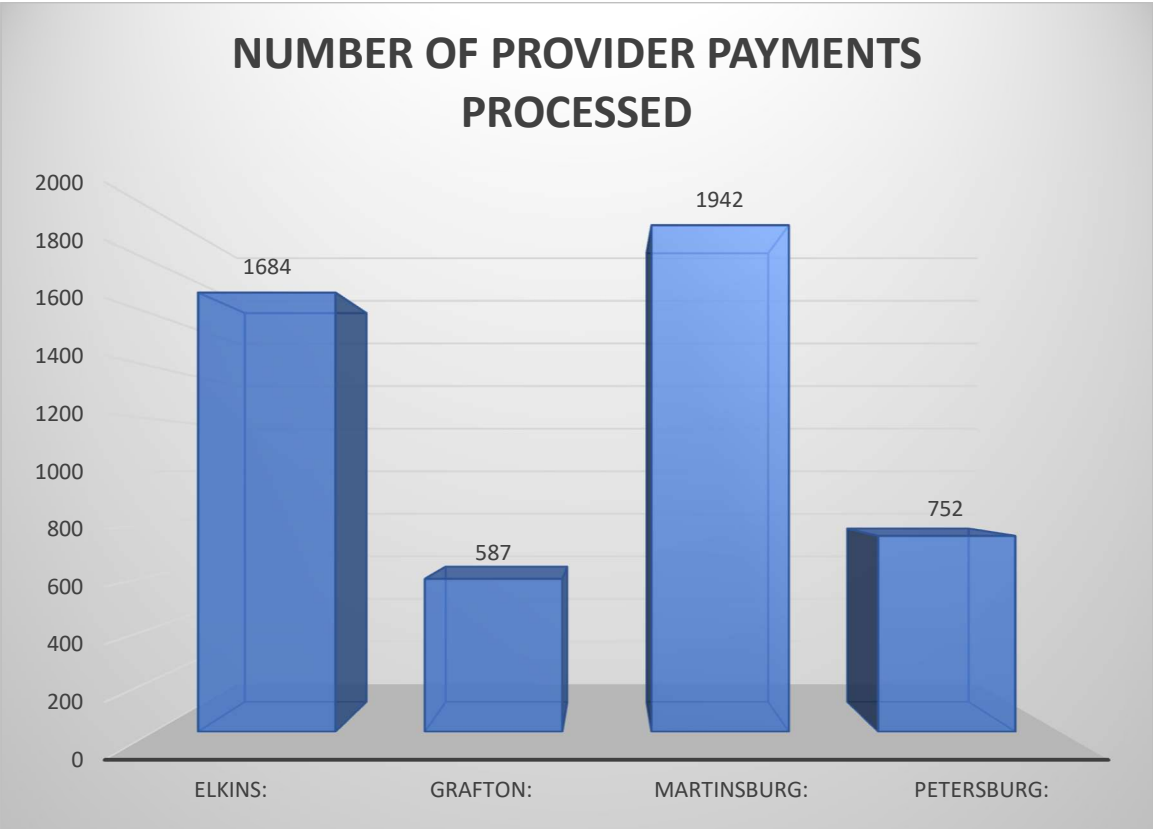
Number of Family Child Care Homes:	213
Number of Child Care Facilities:	101
Number of Child Care Centers:	95
Number of After School Programs:	22
<b>Total Number:</b>	<b>431</b>

### NUMBER OF CHILD CARE PROVIDERS (PER COUNTY) IN REGION V



- Number of Family Child Care Homes:
- Number of Child Care Facilities:
- Number of Child Care Centers:
- Number of After School Programs:

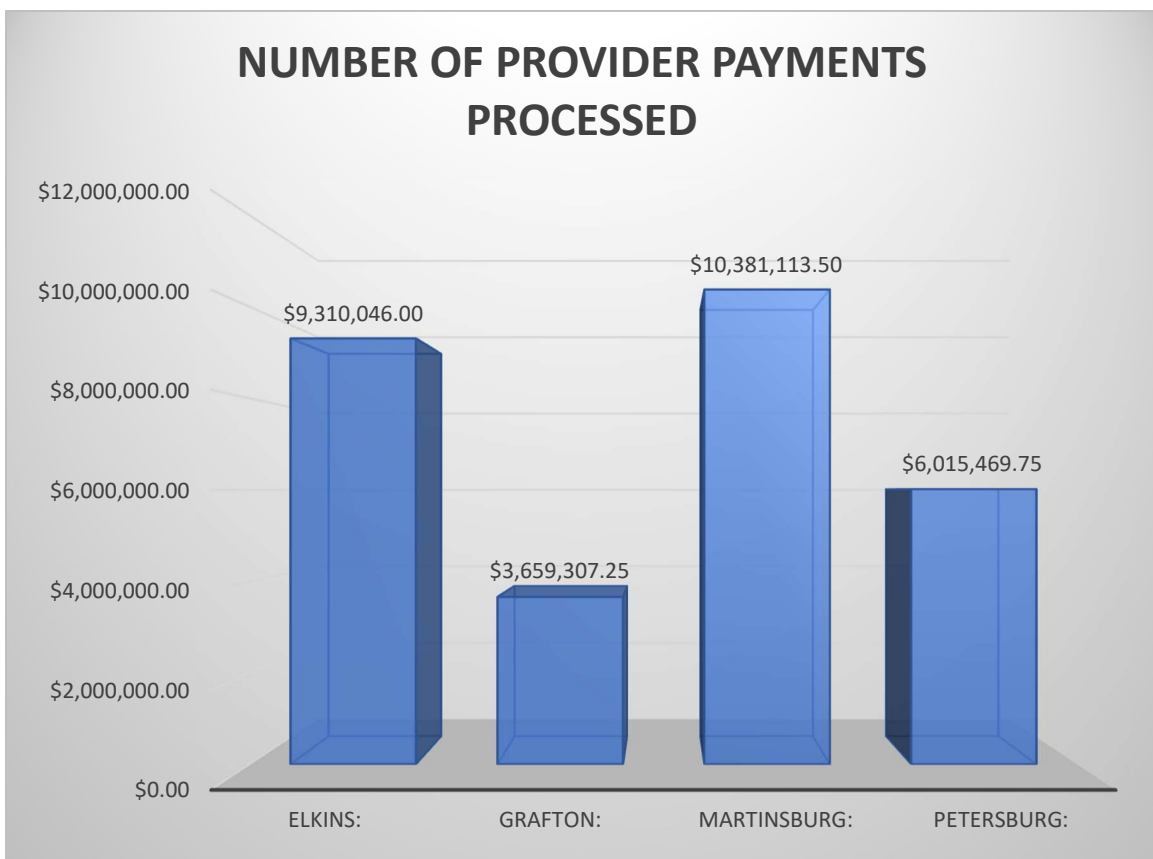
<b>NUMBER OF PROVIDER PAYMENTS PROCESSED</b>	
Elkins:	1684
Grafton:	587
Martinsburg:	1942
Petersburg:	752
Total for the Region:	4965



**TOTAL DOLLAR AMOUNT OF PAYMENTS PROCESSED FOR CHILD CARE PROVIDERS**

Elkins	\$9,310,046.00
Grafton:	\$3,659,307.25
Martinsburg:	\$10,381,113.50
Petersburg:	\$6,015,469.75
Total for the Region:	\$29,365,936.50

**NUMBER OF PROVIDER PAYMENTS PROCESSED**



## PROVIDER RECRUITMENT

The MountainHeart Provider Recruitment Committee designed a recruitment advertisement to encourage people to become a child care provider. This advertisement provided information on the benefits of becoming a child care provider, information on the process, and who to contact if interested.

The advertisement was posted on the MountainHeart Facebook page, MountainHeart YouTube page, and other social media networks to reach as many people as possible.

For the year of 2022, the Provider Support Specialist assisted 228 potential child care providers.

The number of new child care providers for the 2022 year in the 15 counties we cover is 63.

<b>PROVIDER SUPPORT SPECIALIST RECRUITMENT EFFORTS</b>	
Number of potential providers assisted in 2022:	228
New Registered Providers in 2022:	63

## PROFESSIONAL DEVELOPMENT

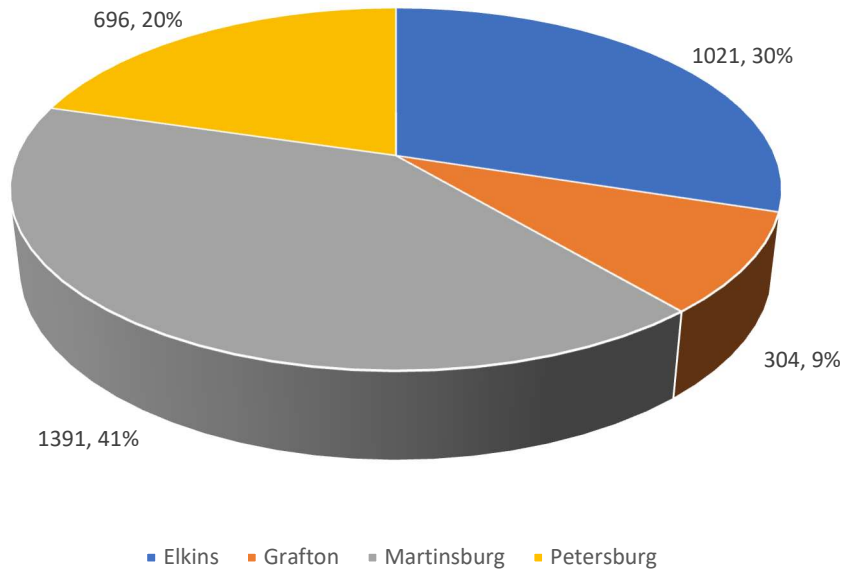
<b>NUMBER OF CHILD CARE PROVIDER TRAININGS OFFERED BY THE CCR&amp;R PROFESSIONAL DEVELOPMENT TEAM</b>	
Virtual Trainings:	76
In-Person Trainings:	24

<b>TOTAL NUMBER OF CHILD CARE PROVIDERS RECEIVING TRAINING</b>	
Total Number Receiving Training:	1280

**NUMBER OF NEW APPLICATIONS FOR CHILD CARE SUBSIDY ASSISTANCE**

Elkins:	1021
Grafton:	304
Martinsburg:	1391
Petersburg:	696
Total for the Region:	3412

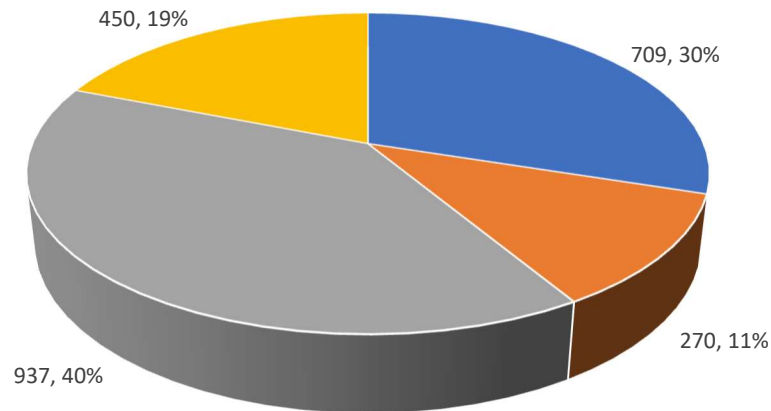
**NUMBER OF NEW APPLICATIONS FOR CHILD CARE SUBSIDY ASSISTANCE**



**NUMBER OF FAMILIES RECEIVING CHILD CARE SERVICES IN OUR 15-COUNTY REGION**

Elkins office (Lewis, Preston, Randolph & Upshur counties):	709
Grafton office (Barbour & Taylor counties):	270
Martinsburg office (Berkeley, Jefferson & Morgan counties):	937
Petersburg office (Grant, Hampshire, Hardy, Mineral, Pendleton, Tucker counties):	450
<b>Total for Region 5:</b>	<b>2366</b>

**NUMBER OF FAMILIES RECEIVING CHILD CARE SERVICES IN OUR 15-COUNTY REGION**



- Elkins office (Lewis, Preston, Randolph & Upshur counties)
- Grafton office (Barbour & Taylor counties)
- Martinsburg office (Berkeley, Jefferson & Morgan counties)
- Petersburg office (Grant, Hampshire, Hardy, Mineral, Pendleton, Tucker)



**AVERAGE NUMBER OF FAMILIES PER OFFICE RECEIVING CHILD CARE SERVICES**

Elkins:	709
Grafton:	270
Martinsburg:	937
Petersburg:	450
Average number of families in Region V:	2366

**HEALTH & SAFETY GRANTS**

The CCR&R agency shall oversee distribution of grant funds to family child care providers and family child care facilities to assist them in meeting health and safety requirements and to reward them for completing the requirements to move up a tier on the tiered reimbursement system. Funds shall be used to assist registered family child care homes and family child care facilities to meet registration and licensing requirements such as health and safety needs (safety gates, carbon monoxide detectors, fire extinguishers, smoke detectors, fencing, lead paint assessments, etc.). Funds can be used for curriculum materials if health and safety requirements are met.

**NUMBER OF HEALTH AND SAFETY GRANTS AWARDED TO CHILD CARE PROVIDERS**

Health and Safety Grants awarded:	127
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**TOTAL DOLLAR AMOUNT OF H&S GRANTS**

Total Dollar amount of Heath & Safety Grants:	\$246,513.39
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**NUMBER OF ENHANCEMENT GRANTS AWARDED TO CHILD CARE PROVIDERS**

MountainHeart North utilized funds to purchase virtual training for eligible child care providers on the Environment Rating Scales (ERSI). These scales are used to assess quality in an early childhood or school age care group.

The scales are often used in monitoring and evaluating programs and to guide child care providers towards creating higher quality programs for the children they serve. Because of the well-defined levels of quality represented in the ERS, they are viewed as a “roadmap” to quality improvement. They are used in licensing, other program quality monitoring, and by program administrative staff, program improvement or technical assistance staff, coaches or mentors, and teachers.

After completion of the virtual ERSi training and completion of a self-assessment for their program, child care providers received resources that they needed to increase their ERSi scores.

Enhancement Grants awarded:	41
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**TOTAL DOLLAR AMOUNT OF ENHANCEMENT GRANTS**

Total Dollar amount of Enhancement Grants:	\$199,995.82
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**TOTAL NUMBER OF GRANTS AWARDED**

Total number of Health & Safety and Enhancement Grants awarded:	168
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**TOTAL DOLLAR AMOUNT OF GRANTS AWARDED**

Total Dollar amount awarded for Health & Safety and Enhancement Grants:	\$446,509.21
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**LIST OF COMMUNITY OUTREACH EVENTS – CCR&R REGION V**

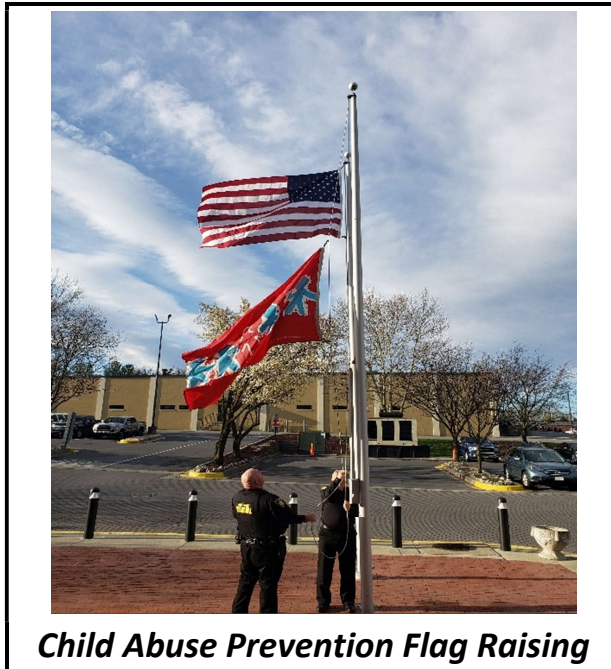


#### **Barbour: (4)**

- Barbour Co Educational Fair
- Barbour County Interagency
- Bounce Back to School Event
- Easter Egg Hunt

#### **Berkeley: (8)**

- Berkeley County Sheriff's Day Community Event
- BHWG Mental Health Resource Event
- Child Abuse Prevention Flag Raising



- Community Outreach Event
- EPIC Head Start Event in the Park
- JRTI Career Fair

- OLWEUS Bullying Prevention Event
- Workforce Job Fair



*The Berkeley County Sheriff's Department Community Day*

**Grant: (4)**

- Adult Ed & ESOL Advisory Council Meeting
- Annual Task Force Meeting
- Back to School Event
- PHG Appreciation Day Event

**Hampshire: (0)**

**Hardy: (6)**

- Celebrate the Family Event
- Child Abuse Awareness Flag Raising
- ELL Picnic Event
- Moorefield Job Fair
- Quarterly Task Force Event
- WV Poultry Kiddie Parade

**Jefferson: (0)**

**Lewis: (3)**

- Children's Safety Fair Event
- Lewis County Chamber of Congress event
- Summer's Day Health Fair

**Lewis/Preston/Harrison: (2)**

- Elevate Health & Wellness Expo
- Home Visitation Collaborative

**Mineral: (3)**

- Baby Shower
- Family Fun Day
- Mineral County Community Resource Event

**Morgan: (5)**

- Back to School Event
- Berkeley Springs Baby Shower
- Morgan Co Career Fair
- Paw Paw Block Party
- Paw Paw Baby Shower

**Pendleton: (0)**

**Preston: (2)**

- Preston FRN Meeting
- Preston County Job Fair

**Randolph: (11)**

- Child Abuse Proclamation
- Child Care Provider Appreciation Day Proclamation
- Elkins Spring Fling Event
- Hooked on Fishing
- “Our Nation, Our Town, Our People” Summer Celebration, Our Town, Inc.
- Pride in the Park Event
- Provider Appreciation Proclamation
- Randolph FRN Baby Shower
- Randolph Trunk or Treat Event
- Scarecrow Festival, Our Town, Inc
- Sprout into Spring 2022: Tiptoe Through the Tulips with Our Town, Inc.



***Child Care Provider Appreciation Day Proclamation***

**Taylor: (4)**

- Back to School Event
- Domestic Violence Prevention Proclamation
- Family Health Expo
- Taylor County Child Abuse Awareness Proclamation

**Tucker: (7)**

- Back to School Event
- Cows Can't Jump Event (Parents as Teachers)
- Healthy Grand Families Celebration Event
- Healthy Grand Families group
- Tucker County Fair
- Tucker County Live Nativity and Drive-Through Light Show
- Tucker County Middle School Event



***MountainHeart participated in the first annual Tucker County Live Nativity and Drive-Through Light Show. The event was held at Camp Kidd near Parsons.***

**Upshur: (5)**

- Baby Shower
- Children's Festival
- Child Abuse Prevention Proclamation
- National Night Out
- Trunk or Treat Event

Total number of community events:	64
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## **2022 ACTIVITIES WITH OUR TOWN, INC. IN ELKINS, WV**

### **Sprout into Spring 2022: Tiptoe Through the Tulips with Our Town Inc.**

MountainHeart's Child Care Resource and Referral and BTT RAU 5 programs participated in the Our Town, Inc.'s Sprout into Spring event. More than 100 wooden tulips were decorated by members of the community and displayed downtown. MountainHeart team members decorated 4 tulips for display and provided an educational window display in a storefront.



### **“Our Nation, Our Town, Our People” with Our Town, Inc.**

April and Peggy participated in the “Our Nation, Our Town, Our People” summer celebration in Elkins on June 16th. They distributed information on two of MountainHeart Community Services, Inc.’s programs: WV Birth to Three (BTT) and Child Care Resource & Referral (CCR&R).

Families visited MountainHeart’s two informational tables and viewed the business window that MountainHeart decorated. The window’s theme was “Family Fun for Independence Day” and “Child Care Provider Appreciation”.





***"Our Nation, Our Town, Our People" activities***

## **Scarecrow Festival with Our Town, Inc.**

MountainHeart participated in the Scarecrow Festival. Brenda and Stephanie decorated a beautiful scarecrow that was displayed in downtown Elkins.

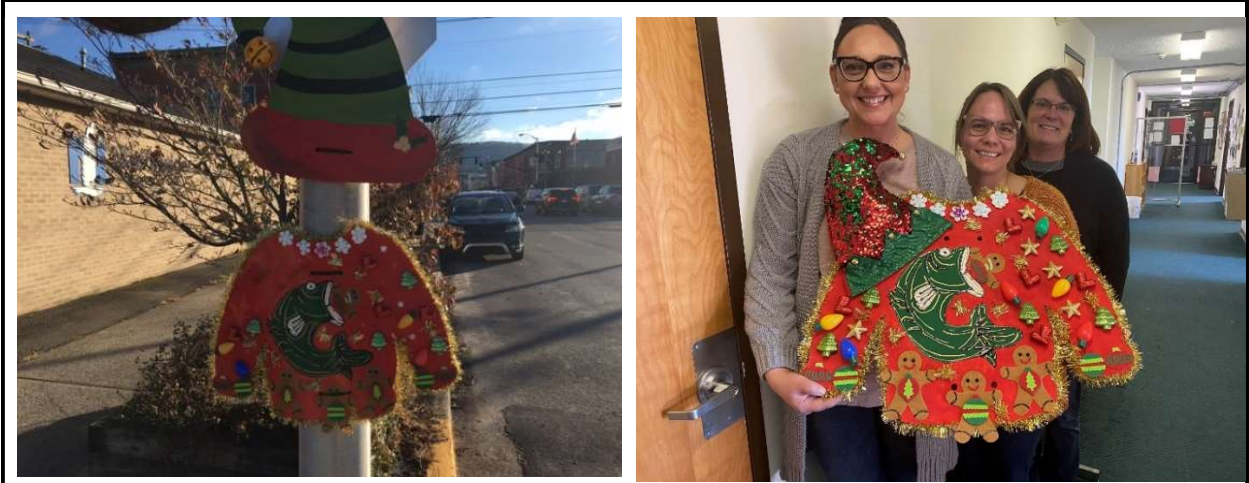
When Our Town, Inc. in Elkins, WV presented awards to the winners of the 2022 Scarecrow Festival, MountainHeart Community Services, Inc. was one of the winners. Congratulations to Brenda and Stephanie on their winning scarecrow.



***Brenda and Stephanie, Scarecrow Festival winners***

## **Decorate Downtown Elkins with Our Town, Inc.**

The MountainHeart team in Elkins participated in Our Town, Inc.'s Decorate Downtown Elkins holiday project. Our Town representatives requested that agencies in the community decorate a Christmas themed sweater or hat to be displayed in Elkins. MountainHeart's CCR&R team of Stephanie, Crystal and Michelle painted and decorated a sweater for display.



***Decorate Downtown Elkins project***

### **List of In-House PR events for Providers - Region V**

- Child Abuse and Neglect Awareness
- Read Across America
- Provider Appreciation
- Week of the Young Child

Total number of In-House events for Providers:	4
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### **List of In-House PR Events for Parents/Children - Region V**

- Child Abuse and Neglect Awareness
- Dental Health Awareness
- Read Across America
- Week of the Young Child

Total number of In-House events for Parents/Children:	4
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### **GOODWILL GRANT**

MountainHeart CCR&R Region 5 and Birth to Three RAU 5 were awarded \$7500 as part of Goodwill's Give Back Program. The grant allowed us to distribute \$25.00 gift cards to our clients to shop at a participating Goodwill store.

The timeframe for this grant was July 2021 – June 2022. From January through June 2022, we distributed \$3,275.00 in cards to forty-three families.

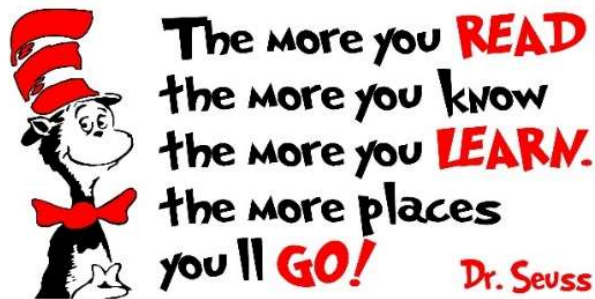
The recipients of the Goodwill shopping cards were extremely grateful.

## READ ACROSS AMERICA ~ DR. SEUSS' BIRTHDAY CELEBRATION

MountainHeart Child Care Resource and Referral supported Read Across America by hosting a Read Across America ~ Dr. Seuss' Birthday Event! CCR&R staff invited children who are receiving child care services throughout Region V to our offices for an enjoyable reading experience. All children received a book to take home with them.

MountainHeart Team members also visited child care businesses where they read books to the children. The books that were read were presented to the child care providers and activity ideas were provided to correspond with the books.

Our team is so happy to provide these early learning experiences





***Celebrating Read Across America***

**APRIL IS NATIONAL CHILD ABUSE PREVENTION MONTH**

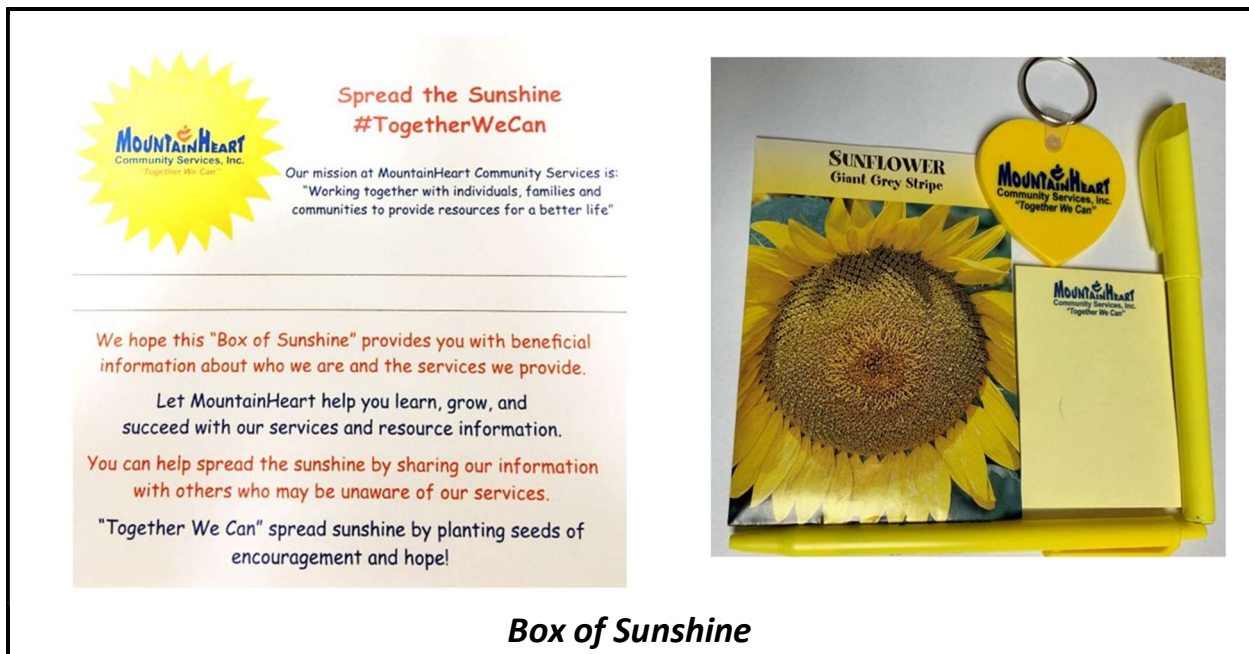
MountainHeart North Child Care Resource and Referral offices recognize this month as a time to show support in keeping all children safe. MountainHeart staff organized a “Wear Blue” day to support prevention of child abuse and neglect. Parents and providers received Child Abuse and Neglect resources. MountainHeart offices displayed blue pinwheels, and child abuse prevention posters to educate and increase community awareness and prevention of child abuse.



***“Wear Blue” day to support prevention of child abuse and neglect.***

**“BOX OF SUNSHINE” STRATEGIC PLAN PR EVENT**

The Child Care Resource and Referral Program participated in an Agency wide “Box of Sunshine” Strategic Plan PR Event. Child Care Resource and Referral staff delivered over 200 boxes to various entities including: Pre-K, Head Start and Grade Schools; Libraries; Corporate and Small Businesses; DHHR offices, Doctor’s offices and Medical Facilities. The boxes contained PR merchandise as well as a CCR&R brochure, informational flyer for parents who may need child care services, and an informational flyer for those interested in becoming a registered child care provider.



*Children are our future...  
and our future looks promising!*

*The Information System Report was prepared and submitted by:  
Willetta Bolinger: MountainHeart North Region V, Program Director*



## Child Care Resource and Referral Region VI

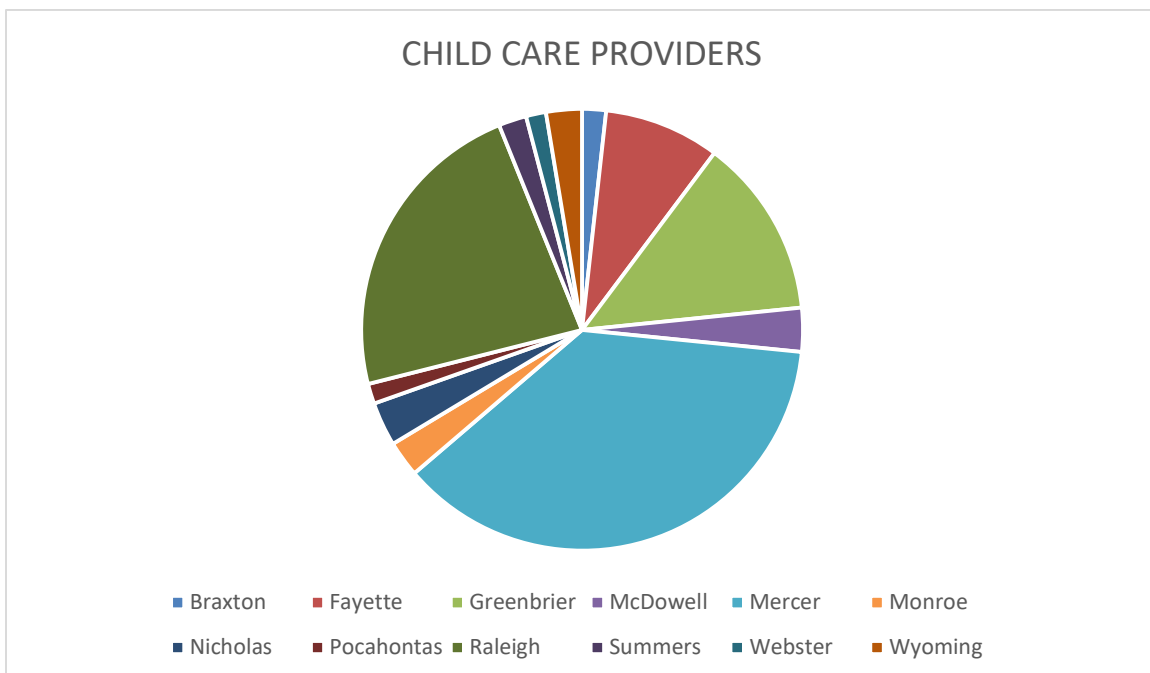
### **ANNUAL REPORT**

The following report contains information, data and statistics for the MountainHeart Community Services, Inc. Information System Report.

#### **NUMBER OF ALL PROVIDERS IN EACH OF OUR 12 COUNTY REGION**

Braxton	6
Fayette	29
Greenbrier	45
McDowell	11
Mercer	127
Monroe	9
Nicholas	11
Pocahontas	5
Raleigh	78
Summers	7
Webster	5
Wyoming	9

#### **MOUNTAINHEART SOUTH CHILD CARE PROVIDERS REGION VI**



**The total number of child care providers categorized by Family Child Care Homes, Facilities and Centers within our 12 county region**

Number of Family Child Care Homes:	276
Number of Child Care Facilities:	17
Number of Child Care Centers:	48
<b>Total Number:</b>	<b>341</b>

**Average number of child care providers, including Family Child Care Homes, Facilities and Centers**

Average number of providers:	<b>356</b>
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**Total dollar amount of payments processed for child care providers, which includes Family Child Care Homes, Facilities and Centers**

Dollar Amount:	<b>\$30,469,993.00</b>
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**Number of Provider Recruitment events, number in attendance and number becoming child care providers**

Provider Recruitment Events:	<b>2</b>
Number in attendance:	<b>10</b>
Number becoming providers:	<b>2</b>

**Number of potential providers becoming registered child care providers guided by the CCR&R Provider Support Specialist**

Number of applicants becoming child care providers:	<b>66</b>
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**The number of new registered Family Child Care Providers**

New registered Providers for 2022:	<b>71</b>
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**Number of Care Child Provider Trainings offered by the CCR&R Professional Development Team**

**Number of Virtual Trainings**

Virtual Trainings: <b>61</b>
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**Number of in-person trainings**

In-Person trainings: <b>20</b>
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**Number of Child Care Providers receiving Specialized Training**

WVIT I-R Admin:	<b>16</b>
WVIT I-R Caregiver:	<b>49</b>
ITPBIS:	<b>55</b>
Family Child Care Modules:	<b>2</b>
Mind in the Making Modules Series:	<b>7</b>
All About the Environment Rating Scales:	<b>15</b>
WV Early Learning Standards Framework:	<b>5</b>

**Trainings presented at a Regional or National Conference and number in attendance**

Family Engagement Training TRAILS Conference:	<b>53</b>
NAFCC Conference:	<b>8</b>

**Number of Child Care Providers receiving training which includes providers receiving virtual training outside of Region VI**

Total number receiving training: <b>853</b>
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**Health and Safety Grants**

**Number of Health and Safety Grants awarded to Child Care Providers**

Health and Safety Grants awarded: <b>110</b>
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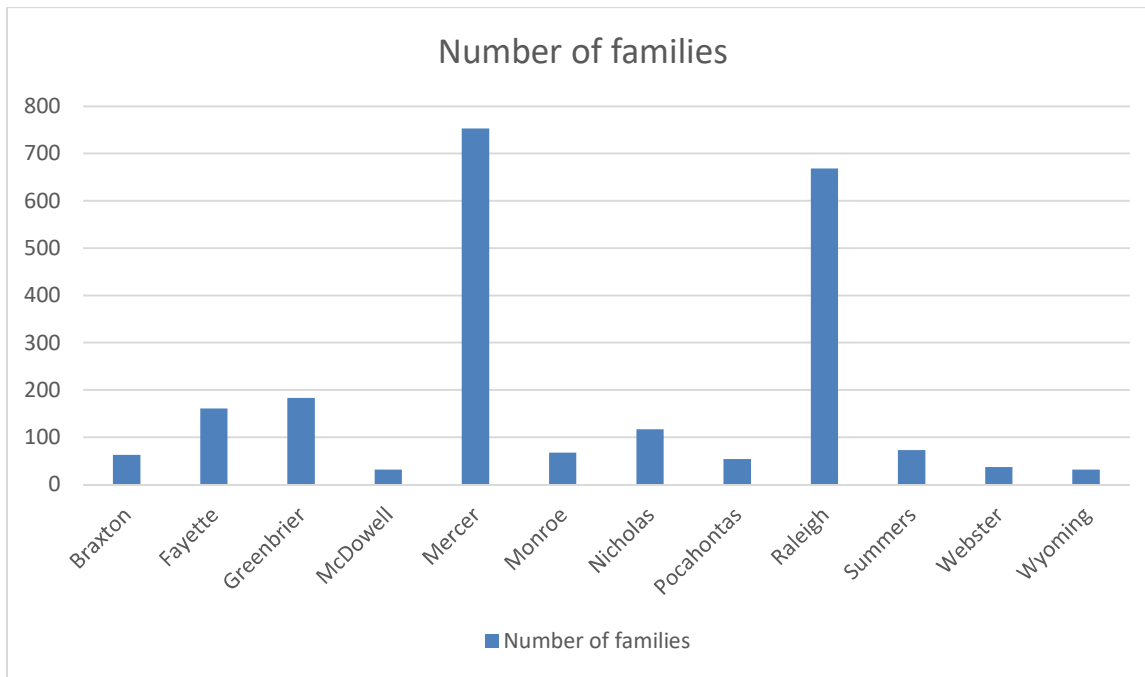
**Total dollar amount of H&S Grants**

Dollar amount – Individual H&S Grants:	<b>\$15,500.00</b>
Dollar amount AED devices:	<b>\$85,000.00</b>
<b>Total:</b>	<b>\$100,500.00</b>

**A little rain is not going to stop Samm and Susan from giving away  
Health and Safety items!**



Greenbrier	183
McDowell	32
Mercer	753
Monroe	68
Nicholas	117
Pocahontas	54
Raleigh	668
Summers	73
Webster	37
Wyoming	32



### Average number of families receiving child care services

Average number of families in Region VI: **2,241**

### List of Community Outreach Events Region VI

**Fayette:**

Juneteenth ~ Book distribution to children in child care

**Greenbrier:**

Christmas Display at the Park ~ MountainHeart Banner Display

**McDowell:**

Fox in the Socks Event ~ Distributed books and socks to children in child care

**Mercer:**

Stay Cool, Stay Calm, Stay Safe, Stay COVID-19 Informed  
 Christmas Parade ~ Float & distributed PR merchandise

**Monroe:**

Kiddie Fair – Set up MountainHeart CCR&R Display booth

**Nicholas:**

Potato Festival Parade ~ Staff walked in parade, handing out brochures and PR merchandise

Read Across America ~ Dr. Seuss' Birthday Celebration Event

Safehaven ~ Community resources and CCR&R resource distribution

Back to School Event ~ Backpacks, pens & pencils

Christmas Lights in the Park ~ Decorated cabin noting Merry Christmas from MountainHeart

SOZO Community Center ~ Car seats and Diaper bags distribution

Day Reporting Center ~ Padfolios and Resource information to graduates

**Pocahontas:**

Wishing Warmth and Wellness Grant ~ Distributed hooded sweatshirts, soccer balls, basketballs, and activity books to children in child care

**Raleigh:**

Foster Parent Resource Fair ~ Set up MountainHeart CCR&R Display booth

Read Across America ~ Dr. Seuss' Birthday Celebration Event

Multicultural Event ~ Distributed books to children in child care

Christmas Parade ~ Float and distributed PR merchandise

Beckley Area Foundation/Mac's Toy Fund: Tucked in Safe & Sound ~ Distributed pajamas, blankets, books, and stuffed animals to children in child care

**Summers:**

Baby Shower ~ Set up display booth

Read Across America ~ Dr. Seuss' Birthday Celebration Event

Wishing Warmth and Wellness Grant Grant ~ Distributed hooded sweatshirts, soccer balls, basketballs, and activity books to children in child care

**Webster:**

Read Across America ~ Dr. Seuss' Birthday Celebration Event

Wishing Warmth and Wellness Grant ~ Distributed hooded sweatshirts, soccer balls, basketballs, and activity books to children in child care

**Wyoming:**

Christmas Parade ~ Float and distribution of PR items

Total number of community events: <b>25</b>
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**List of In-House PR events for Providers - Region VI**

- Child Abuse and Neglect Awareness
- Week of the Young Child
- Provider Appreciation
- Outdoor Safety
- UV Safety
- Car Safety
- Fire Prevention Awareness
- Fire HD 10 Tablets

Total number of In-House events for Providers: <b>8</b>
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**List of In-House PR Events for Parents/Children - Region VI**

- Dental Health Awareness
- Child Abuse and Neglect Awareness
- Week of the Young Child
- Health & Safety Fair
- Outdoor Safety
- UV Safety
- Car Safety
- Fire Prevention Awareness
- National Book Lover's Day

Total number of In-House events for Parents/Children: <b>9</b>
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**Number of Car Seat Safety Trainings and Car Seats distributed**

Number of Car Seat Safety Trainings: 4
Number of Car Seats distributed: 7

In addition to the PR community and in-house events for our providers, parents and children, each office mailed a specified number of “Business Packets” to local businesses within their service area. These packets contain information to educate employers on the importance of high quality child care, the positive impact this can make on the local economy, and to encourage businesses to partner with child care for the betterment of their employees and their business or organization!

**MountainHeart Child Care Resource and Referral Outreach Events!**






**Commissioner's Choice Award!**  
**Christmas Cabin decoration at Nicholas County Veteran's Park**





 The more you **READ**  
the more you **KNOW**  
the more you **LEARN.**  
the more places  
you'll **GO!** *Dr. Seuss* **ION MONTH**

**APRIL IS NA**

All MountainHeart South Child Care Resource and Referral offices recognize this month as a time to show support in keeping all children safe. MountainHeart staff organized a “Wear Blue” day to support prevention of child abuse and neglect. Children who visited CCR&R offices in the month of April received a “MountainHeart Bear,” while parents and providers received Child Abuse and Neglect resources. MountainHeart South offices displayed blue pinwheels, and child abuse prevention posters to educate and increase community awareness and prevention of child abuse.



*"Together We Can" ~ Work together with our families and communities to make*

**Every Child Needs A Reason To Succeed...**

***BE THE REASON!***

**Become A Child Care Provider!**



**Child Care Resource & Referral Program**

**304-253-7654**

**[www.mountainheartwv.org](http://www.mountainheartwv.org)**

*designed in an effort to encourage individuals to become registered child care providers and were effective as seen in the results of 71 new registered providers*

**"Not All Heroes Wear Capes"**

***Be A Hero***

**Become A Child Care Provider!**



**Child Care Resource & Referral Program**

**304-253-7654**

**[www.mountainheartwv.org](http://www.mountainheartwv.org)**



304-672-9200  
[www.mountainheartwv.org](http://www.mountainheartwv.org)

## “BOX OF SUNSHINE” STRATEGIC PLAN PR EVENT

The Child Care Resource and Referral Program participated in an Agency wide “Box of Sunshine” Strategic Plan PR Event. Child Care Resource and Referral staff delivered over 200 boxes to various entities including: Pre-K, Head Start and Grade Schools; Libraries; Corporate and Small Businesses; DHHR offices, Doctor’s offices and Medical Facilities. The boxes contained PR merchandise as well as a CCR&R brochure, informational flyer for parents who may be in need of child care services, and an informational flyer for those interested in becoming a registered child care provider.



Spread the Sunshine  
#TogetherWeCan

Our mission at MountainHeart Community Services is:  
"Working together with individuals, families and  
communities to provide resources for a better life"

We hope this "Box of Sunshine" provides you with beneficial information about who we are and the services we provide.

Let MountainHeart help you learn, grow, and succeed with our services and resource information.

You can help spread the sunshine by sharing our information with others who may be unaware of our services.

"Together We Can" spread sunshine by planting seeds of



**THE INFORMATION SYSTEM REPORT WILL END WITH DETAILS OF A SPECIAL  
PR EVENT DESIGNED ESPECIALLY FOR NEW MOMS!**

In January 2022, the Child Care Resource and Referral Program distributed 150



There is really nothing  
quite so sweet  
As tiny little baby feet!

Sending warm wishes your way  
for a Healthy, Prosperous and Happy New Year!

With Congratulations and Welcome to your  
New Year's baby who is finally here!



A welcome gift from the  
MountainHeart Child Care Resource and  
Referral Program.

Margaret Younce: Program Director

Betty Hamrick: Assistant Program Director

The diaper bags contained needed essentials such as diapers, infant books, books for new moms, choke tubes, a MountainHeart onesie and bib!



*Children are our future...  
and our future looks promising!*



*The Information System Report was prepared and submitted by:*

*Margaret Younce: MountainHeart South Region VI, Program Director*

*Betty Hamrick: MountainHeart South Region VI, Assistant Program Director*

## Eastern Panhandle EITC Coalition

MountainHeart serves as the **lead agency** for the Eastern Panhandle Earned Income Tax Credit (EP EITC) Coalition.

The EP EITC Coalition is part of a statewide partnership with the WV Alliance for Sustainable Families and is funded with the assistance of a grant from the West Virginia Department of Health and Human Resources. The Coalition is comprised of members from eight counties (Berkeley, Grant, Hampshire, Hardy, Jefferson, Mineral, Morgan and Pendleton) and continues to actively recruit new members throughout the year.

The Eastern Panhandle EITC Coalition goals are to:

- create awareness about the earned income tax credit and other tax credits
- provide asset building information and financial education
- serve as a referral resource
- provide technical assistance and training
- offer outreach activities to employers, employees and working families

We work closely with the Internal Revenue Service (IRS) to implement the Volunteer Income Tax Assistance (VITA) program. In this capacity, the Coalition completes the following activities:

- recruit volunteers for the VITA program
- recruit VITA sites
- provide technical assistance and training to the VITA sites
- provide tax preparation training
- prepare taxes free of charge throughout the eight-county region

Number of tax returns filed for eligible taxpayers: 1,350

Number of Earned Income dollars resulting from all returns filed: \$410,680.00

Number of returning volunteers trained and used in 2022: 26

Number of new VITA volunteers trained and utilized in 2022: 16

Number of returning VITA sites: 8

Blue Ridge Community & Technical College  
Catholic Charities of WV (Martinsburg)  
Eastern Action  
Jefferson County Community Ministries  
Martinsburg-Berkeley County Public Library  
MountainHeart Community Services, Inc. (Martinsburg)

Ad-hoc VITA sites were:

Keyser-Mineral County Library  
Shepherd University

Number of new VITA sites established: 6

Capon Bridge Library (Hampshire County)  
Children's Home Society (Berkeley County)  
Hampshire County Public Library

Martinsburg-Berkeley County Public Library  
Pendleton County Public Library  
Wardensville Community Library (Hardy County)

Number of employer-based VITA sites: 6

Blue Ridge Community & Technical College  
Catholic Charities of WV (Martinsburg)  
Eastern Action  
Jefferson County Community Ministries  
Martinsburg-Berkeley County Public Library  
MountainHeart Community Services, Inc. (Martinsburg)

Number of new Coalition partners: 6

Berkeley/Jefferson/Morgan County Head Start program  
Capon Bridge Library (Hampshire County)  
Family Resource Network  
Hampshire County Public Library  
Pendleton County Public Library  
Wardensville Community Library (Hardy County)

Financial literacy and Asset Development activities conducted by Coalition members:

**Catholic Charities:**

Financial Literacy / Asset Building / Budgeting: 83 households

**Jefferson County Community Ministries:**

Budgeting/coaching (one-on-one sessions): 16  
Rental assistance: Multiple referrals

**MountainHeart:**

Tax information session: 9 participants

**Telemon:**

Financial literacy: 239 households  
Home buyer education: 72 households  
Successful renters Program: 138 households

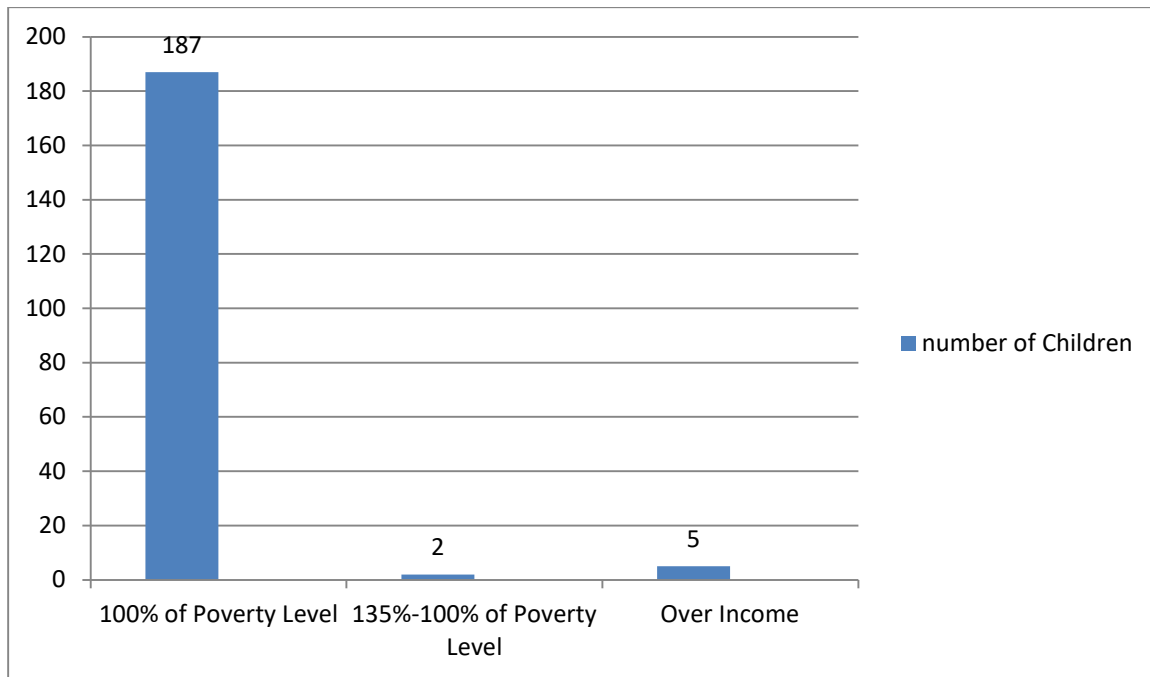
Number of tax returns filed by current recipients of WV WORKS or Temporary Assistance for Needy Families (TANF): 10

Number of Tax returns filed by former (within the last twelve months) recipients of WV WORKS or Temporary Assistance for Needy Families (TANF): 11

Number of tax returns filed by individuals earning below 200% of federal poverty level: 853

This number reflects only AGI, as we are not including tax free income such as portion of SSA income, untaxed disability, veteran's disability, Medicaid waiver payments, etc.

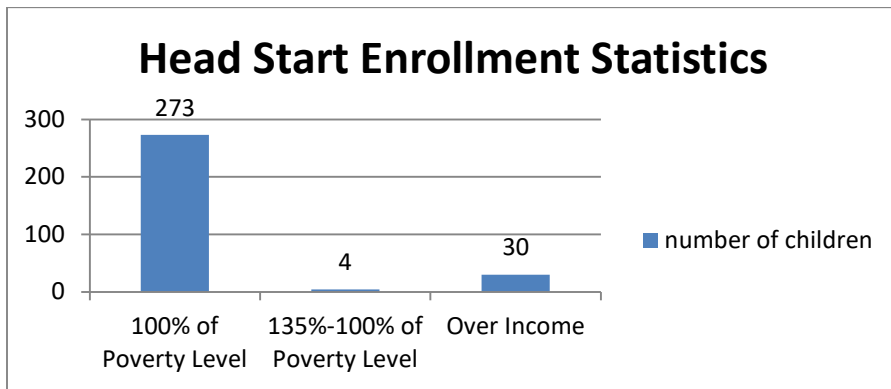
## Head Start and Early Head Start



191 children were served during 2022 by the Early Head Start Program. 100% enrollment was achieved throughout 2022. The above chart indicates the status children were approved under: 187 children served were approved below 100% of the Federal Poverty Guidelines, 2 children served was approved between 135-100% of the Federal Poverty Guidelines, and 5 children served was approved over the Federal Poverty Guidelines.

97% of the children served through the Early Head Start Program received a medical exam.

96% of the children served through the Early Head Start Program received a professional dental exam.



265 children were served during 2018 by the Head Start Program. 100% enrollment was achieved throughout 2022. The above chart indicates the status children were approved under: 264 children served were approved below 100% of the Federal Poverty Guidelines, 5 children served were approved between 135-100% of the Federal Poverty Guidelines and 25 children served were approved over the Federal Poverty Guidelines.

The percentage of enrolled children that received medical and dental exams.  
 97% of the children served through Head Start Program received a medical exam.  
 97% of the children served through Head Start Program received a dental exam.  
 Information about parent involvement activities.

Head Start/Early Head Start believes that the parent/guardian is the most important person in a child's life. Head Start/Early Head Start provides opportunities for parents that will build leadership skills that will last a lifetime. Children and parents both receive benefits from the Head Start/Early Head Start program. Parents and family members are encouraged to get involved in their child's development during home visits, training, monthly parent meetings, and policy council. Head Start/Early Head Start's goal is to provide parents/guardians and family members opportunities to understand and appreciate the needs of young children and ways to meet those needs.

Head Start/Early Head Start is continuously searching for and discovering new and exciting ways of involving the whole family into our Head Start/Early Head Start program. Head Start/Early Head Start provides many parent involvement activities. All parents/guardians are encouraged to be involved with Head Start/Early Head Start. Fortunately, there are different levels of involvement from which parents/guardians can choose. The simplest level of involvement is through home visits and home activities with your children. The next level of parent/guardian involvement is serving on Policy council, attending advisory committee's meetings and being involved with making decisions that will affect the entire program.

The agency's efforts to prepare children for kindergarten.

**MountainHeart Community Services**

**Head Start/Early Head Start**

**Program Goals and Action Plan for School Readiness**

**2022-2023**

<b>Domain:</b>	<b><i>Physical Development &amp; Health</i></b>
<b>Domain Elements:</b>	Physical Health Status, Health Knowledge & Practice
<b>Program Goal:</b>	Families will gain knowledge about the importance of daily activity and making healthy food choices.
<b>EHS Goal:</b>	All infants and toddlers will meet their gross motor developmental milestones to enable exploration of their environment.  <b><i>Domain: Perceptual, Motor, and Physical Development</i></b>  <b>Sub-Domain: Gross Motor</b>  <b>IT-PMP 4.</b> Child demonstrates effective and efficient use of large muscles to explore the environment.  <b>WV Early Learning Standards Framework:</b> Infant/Toddler  Motor Development- Gain control over large muscle movements such as reaching, kicking, crawling and walking.
<b>Head Start Goal:</b>	All children will increase their daily activity level.  <b><i>Domain: Perceptual, Motor, and Physical Development</i></b>  <b>Sub-Domain: Gross Motor</b>  <b>P-PMP 1.</b> Child demonstrates control, strength, and coordination of large muscles.  <b>WV Early Learning Rating Scale:</b> Large Muscle Coordination  <b>PH.PK.7</b> Participate in structured and unstructured physical activities in order to enhance fitness.

**Program Strategies:** Provide families with information/hand-outs on “I’m Moving I’m Learning” and My Plate during monthly parent meetings, socialization, and home visits.

Provide children with IMIL activities daily, reflected on lesson plans. Provide weekly lessons on nutrition and discuss making healthy food choices daily and once a month Head Start children participate in a cooking activity.

Provide children with a safe indoor/outdoor activities that promote exploring the environment.

Provide each Early Head Start family with the Zero to Three booklet, “The Power of Movement in Your Child’s First Three Years on the Move”. Review information during monthly parent meetings and home visits.

Provide copies of the CACFP newsletter “Nutrition Nuggets” to all families during monthly parent meetings and home visits.

Distribute a Nutrition Survey to families at the beginning of the enrollment year and the end of the enrollment year to determine if there was an increase in understanding of healthy practices.

**Family Outcome:**

Family Well-Being, Families as Lifelong Educators, Positive Parent-Child Relationships

**Domain:**

***Social & Emotional Development***

**Domain Elements:**

Social Relationships, Self-Concepts & Self Efficacy

**Program Goal:**

Children will establish meaningful, quality relationships with adults.

**EHS Goal:**

All EHS children will learn to appropriately manage the range of emotions they experience with support and guidance of familiar adults.

***Domain: Social and Emotional Development***

**Sub-Domain: Emotional Functioning**

**IT-SE 9.** Child manages emotions with the support of familiar adults.

**WV Early Learning Standards Framework:** Infant/Toddler – Adult Interaction

**Head Start Goal:**

All children will establish and sustain positive relationships with adults.

***Domain: Social and Emotional Development***

**Sub-Domain: Relationships with Adults**

**P-SE 1.** Child engages in and maintains positive relationships and interactions with adults.

**WV Early Learning Rating Scale – Regulation of Emotions and Behavior**

**SE.PK.7** Develop Positive Relationship with Children and Adults

**Program Strategies:**

Become familiar with the individual needs of families and track them using the Scaled Family Needs Assessment Tool.

Provide families with information about social emotional development of children through parent meetings, mental health consultations and educational handouts to all families. Teachers will provide weekly social/emotional lessons to all children.

Staff will provide guidance to children during times of emotional distress to help them properly manage the emotions they are experiencing.

Assure that all teachers are consistently providing high quality care and education using the CLASS observation, fidelity tool, meal observations, family needs assessment and curriculum observations as required by area service plans.

Provide an environment of acceptance and respect for all teachers, staff and families.

Use positive reinforcement and positive behavior support to establish appropriate boundaries, build healthy relations and promote age appropriate interactions.



**Family Outcome:** Family Connections to Peers and Community  
Positive Parent-Child Relationships

**Domain:** ***Cognitive & General Knowledge***

**Domain Elements:** Mathematics Knowledge & Skills

**Program Goal:** All children will meet their developmental milestones in math concepts.

**EHS Goal:** All EHS children will be provided a solid foundation in math concepts such as counting, quantifying, spatial relationships, shapes, measuring and patterns.

***Domain: Cognition***

**Sub-Domain: Emergent Mathematical Thinking**

**IT-C 8.** Child develops sense of number and quantity.

**WV Early Learning Standards Framework:** Infant/Toddler – Understanding Space and Distance

**Head Start Goal:** All children will develop number concepts and operations.

***Domain: Mathematics Development***

**Sub-Domain: Operations and Algebraic Thinking**

**P-MATH 6.** Child understands addition as adding to and understands subtraction as taking away from.

**WV Early Learning Rating Scale – Numerical Operations**

**M.PK.8** Recognize addition as putting objects together and subtraction as taking objects apart.

**Program Strategies:** Provide information and trainings at parent meetings on budgeting and money management. Provide educational handouts to families on early learning activities that can be done with children throughout their daily routines that enhance mathematical and numerical operation concepts.

Assure that all teachers are providing a high quality foundation for math concept development during daily routines and activities by using classroom observations, CLASS, fidelity and meal observations.

Assure all classrooms are equipped with the necessary materials to promote mathematical learning/concepts.

**Family Outcome:**

Family Well-being

Families as Learners

**Domain:**

***Language & Literacy***

**Domain Elements:**

Language Development

**Program Goal:**

All children will meet their developmental milestones in language development.

**EHS Goal:**

All EHS children will develop the ability to use expressive vocabulary, appropriate speech, and nonverbal communication to engage in conversations and to properly express wants and needs.

**Domain: Language and Communication**

**Sub-Domain: Communication and Speaking**

**IT-LC 2** Child learns from communication and language experiences with others.

**WV Early Learning Standards Framework: Infant/Toddler –** Communication and Speaking- Takes turns speaking and listening in simple conversations.

**Head Start Goal:**

All children will use language to express thoughts and needs.

(All 3 year olds will use an expanding expressive vocabulary-All 4 year olds will be able to tell about another time or place)

**Domain: Language and Communication**

**Sub-Domain: Communicating and Speaking**

**P –LC 5.** Child expresses self in increasingly long, detailed, and sophisticated ways.

**WV Early Learning Rating Scale – Oral Language Speaking**

**ELA.PK.36** Communicate clearly enough to be understood by adults across a range of situations.

**Program Strategies:**

Assure that all teachers are providing a high quality foundation for language development by completing CLASS, fidelity, classroom observation, aggregating checkpoints, and tracking developmental screenings.

Provide opportunities daily for children to engage in activities that promote back and forth conversation between peers and adults in the classroom.

Provide information at parent meetings, education advisory, home visits and through educational handouts that stress the importance of parent child interaction as it is related to a child’s speech and language development. Provide prenatal clients with training at socialization that stress the importance of babies being exposed to a rich language environment.

Provide children with a well-defined library area that promotes language development. Provide daily opportunities for children to create and dictate their own stories.

Teachers will engage in self and parallel talk to introduce new language.

**Family Outcome:**

Families as Lifelong Educators

**Domain:**

***Approaches to Learning***

**Domain Elements:**

Reasoning & Problem Solving

**Program Goal:**

For children to develop and use their problem-solving abilities across every aspect of the curriculum and in all their daily interactions.

**EHS Goal:** All children will be given opportunities to play and explore freely in their environment to encourage flexibility and independent problem solving.

**Domain: Approaches to Learning**

**Sub-Domain:** Initiative and Curiosity

**IT-ATL 7.** Child shows interest in and curiosity about objects, materials, or events.

**WV Early Learning Standards Framework:** Infant/Toddler – Curiosity- Infants and toddlers show an interest in the world and want to find out how things work. Becomes more and more curious

**Head Start Goal:** All children will develop the ability to find more than one solution to a question, task, or problem.

**Domain:** Approaches to Learning

**Sub-Domain:** Cognitive Self-Regulation

**P-ATL 9.** Child demonstrates flexibility in thinking and behavior.

**WV Early Learning Rating Scale – Social Problem Solving**

**AL.PK.5** Inquire and investigate

**Program Strategies:** Assure that all staff is providing an environment that helps children verbalize their reasoning, thinking out loud about how to solve a problem or answer a question. Staff will encourage children to discuss a variety of solutions to problems or questions throughout daily activities. Staff will self-talk during activities to model that they are more than one way to complete task or solve problems.

Provide children with an environment that promotes problem solving through social experiences, reading aloud, experimenting with science or math activities.

Provide information to families/parents at parent meetings, education advisory, home visits and parent conferences about the importance of children developing reasoning and problem solving skills. Encourage parents to ask children “What happens next”,

“What will happen”, and “What could we do”, “What else could we do”.

**Family Outcome:**

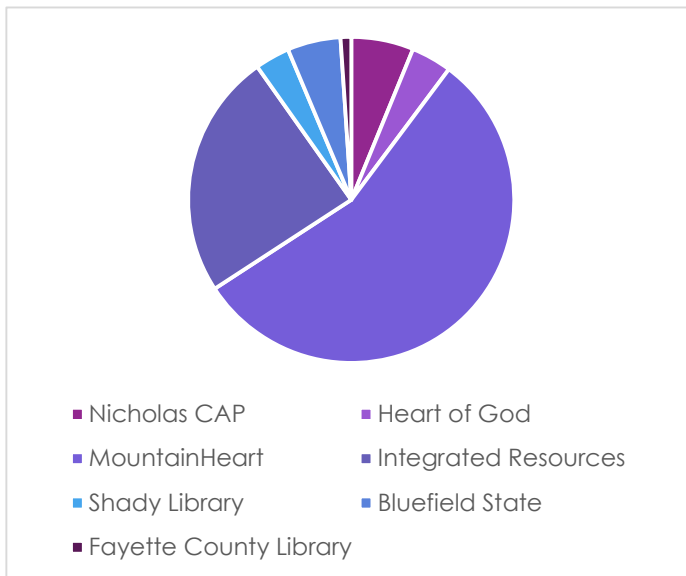
Family as Lifelong Educators

Positive Parent-Child Relationships

## Southern WV EITC Coalition

### SITES AND REPORT OF TAXES COMPLETED IN 2022

- |  |  |
|--|--|
| <input type="checkbox"/> CASEWV-32                                 | <input type="checkbox"/> Shady Spring Library-75     |
| <input type="checkbox"/> Nicholas Community Action Partnership-134 | <input type="checkbox"/> Bluefield State college-114 |
| <input type="checkbox"/> Heart of God Ministries-87                | <input type="checkbox"/> Fayette County Library-23   |
| <input type="checkbox"/> MountainHeart Matheny-1204                | <input type="checkbox"/> Integrated Resources-528    |



Counties served  
Fayette, Greenbrier, McDowell, Mercer, Monroe, Nicholas, Pocahontas, Raleigh, Summers, and  
Wyoming

Number of tax returns filed for eligible taxpayers.	2,488
Number of EITC dollars resulting from returns filed.	\$1,046,848
Number of returning volunteers trained and used.	34
Number of new VITA volunteers trained and utilized.	24
Number of employers contacted through outreach efforts.	1
Number of existing VITA sites.	9
Number of new VITA sites established.	1
Number of employee-based VITA sites.	6
Number of new coalition partners.	0
Volunteers from Bluefield State.	4

§ Financial Literacy and Budgeting §



**October 2022**

Over 400 families received information about budgeting and financial education.

**November 2022**

2 Individuals received budgeting training.

**December 2022**

12 Individuals received budgeting training.





just a few of the stories we are told by taxpayers

Many tax clients are always grateful for a free tax preparation service because many only get back what it would cost them to pay for a service fee elsewhere.

During the 2021 tax year several clients were able to file a tax return for the child tax credit only and we saw families with no income other than ssi or social security get a refund of \$4000 or more especially grandparents raising grandchildren on a limited income were grateful for this service it even brought some to tears.

one tax client told our volunteer tax preparer that she was thankful for our tax program because with the help of the free service she was able to buy a car that she needed to get back and forth to work and the extra money was a big help.

another tax client stated that her tax refund was used to pay closing cost on her first home and with not having to pay to get her taxes filed was a big help to her.

## **WHO IS ELIGIBLE?**

*The Volunteer Income Tax Assistance (VITA) program offers free tax help to people with low to moderate incomes, persons with disabilities and limited English-speaking taxpayers who need assistance in preparing their own tax returns. IRS-certified volunteers provide free basic income tax return preparation with electronic filing to qualified individuals.*

Volunteer Recognition Event- September 9<sup>th</sup> 2022-Smokies on the gorge



**SOUTHERN WV EITC COALITION**

Submitted by: Coalition Manager/Program Director- PJ Estep