

2023

2023 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

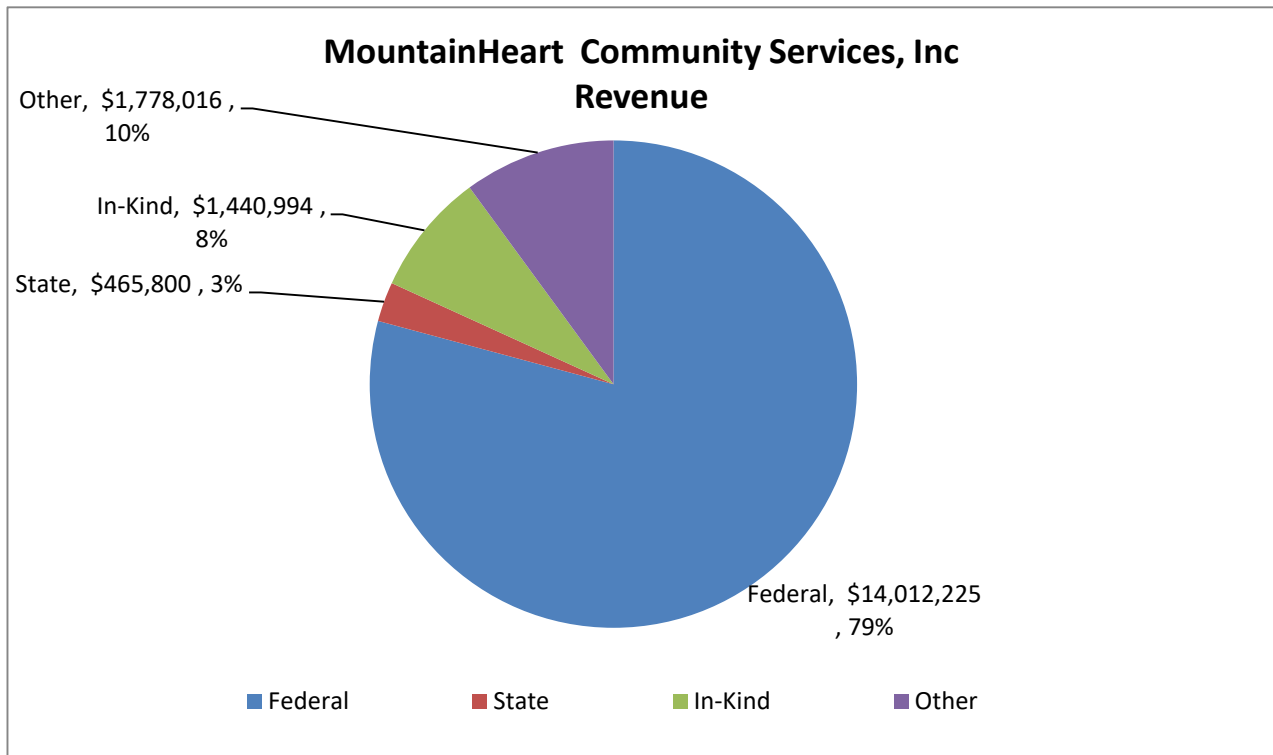
MountainHeart Community Services, Inc. is a private, nonprofit 501(c)(3) community action agency that was incorporated in 1965 in accordance with the economic opportunity act of 1964.

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.

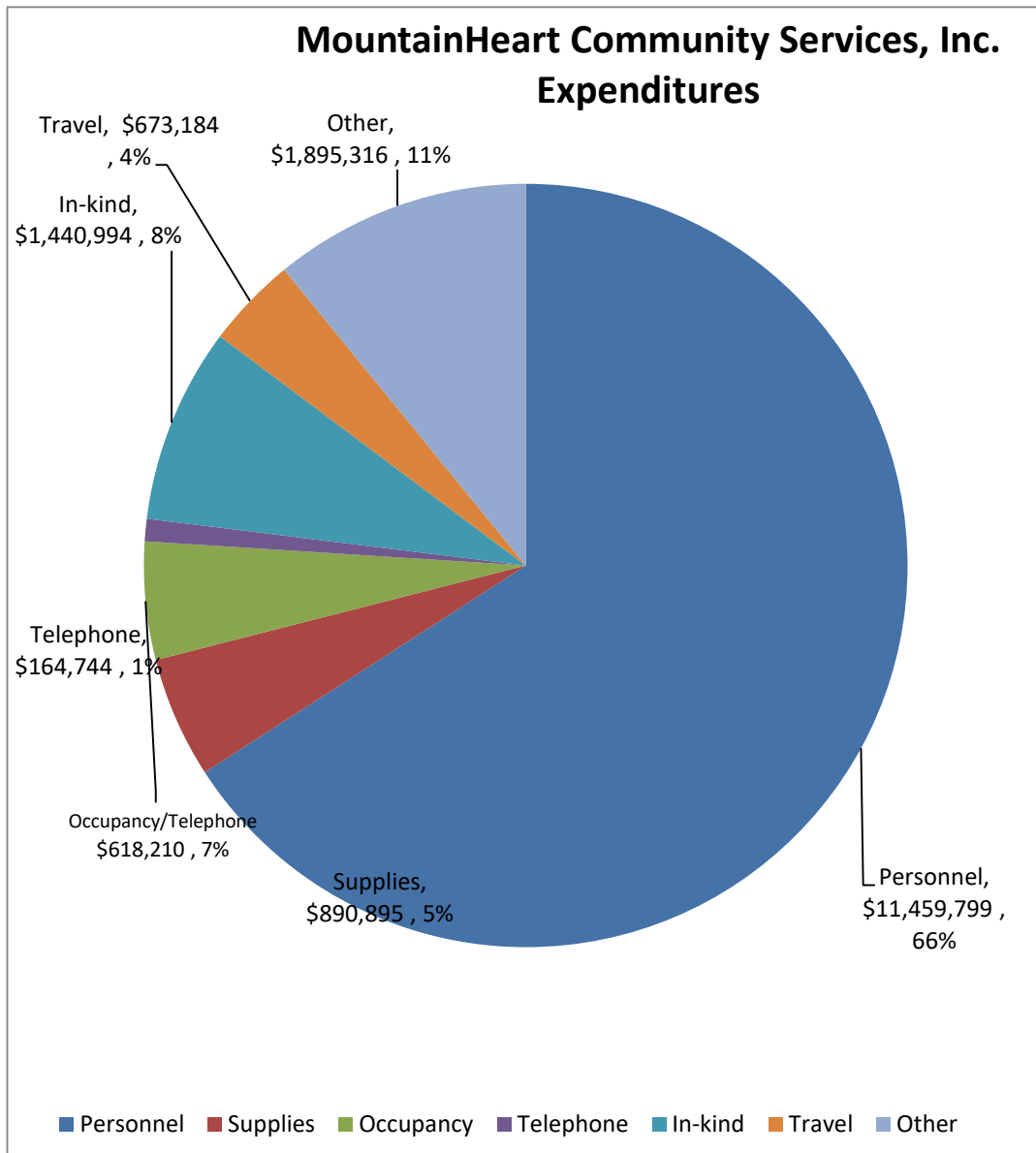
MountainHeart Community Services, Inc. Agency Funds 2023 (unaudited)



Federal	\$	14,012,225	79%
State	\$	465,800	3%
In-Kind	\$	1,440,994	8%
Other	\$	1,778,016	10%
	\$	17,697,035	

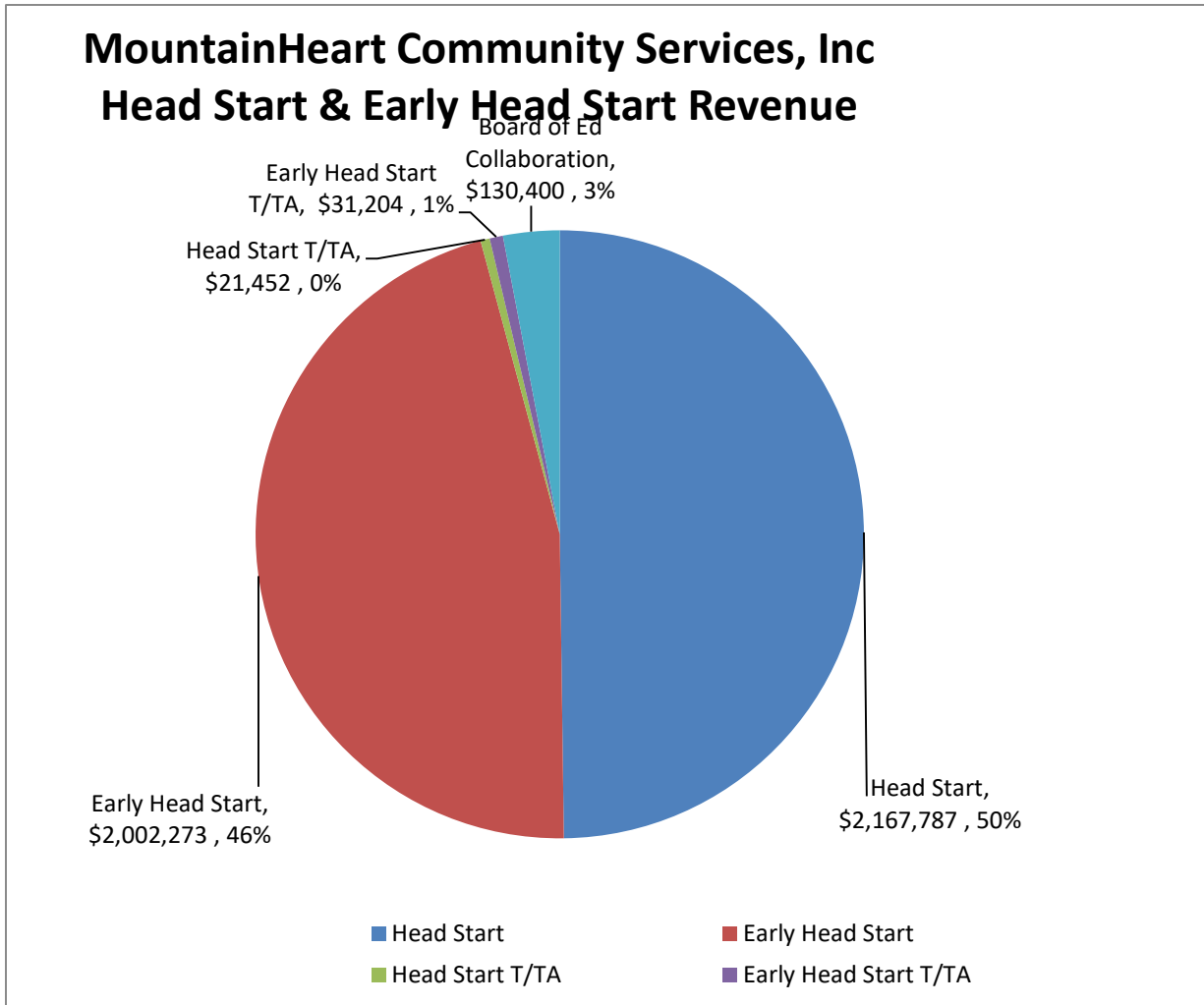
(B) An explanation of expenditures for the fiscal year.

MountainHeart Community Services, Inc.
Agency Expenditures 2023 (unaudited)



Personnel	\$	11,459,799	66%
Supplies	\$	890,895	5%
Occupancy	\$	869,316	5%
Telephone	\$	164,744	1%
In-kind	\$	1,440,994	8%
Travel	\$	673,184	4%
Other	\$	1,895,316	11%
	\$	17,394,248	

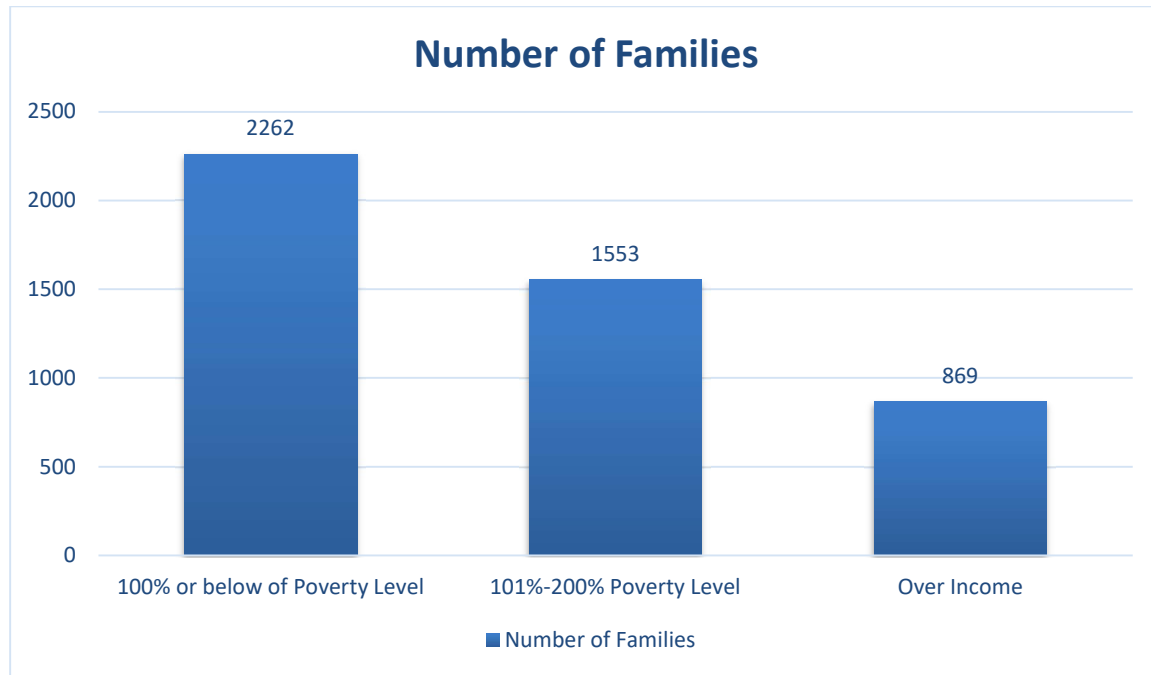
MountainHeart Community Services, Inc.
 Head Start/Early Head Start, BOE Collaboration 2023



Head Start	\$	2,167,787	50%
Early Head Start	\$	2,002,273	46%
Head Start T/TA	\$	21,452	0%
Early Head Start T/TA	\$	31,204	1%
Board of Ed Collaboration	\$	130,400	3%
Total	\$	4,353,116	

Statistics

MountainHeart Serve 4,684 families and 13,297 individuals.



Poverty Level	Number of Families
100% or below	2262
101% - 200%	1553
201% or more	869

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.



MountainHeart North Region V Child Care Resource and Referral Program

Introduction:

MountainHeart Community Services, Inc. is contracted by West Virginia Department of Human Services, 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:

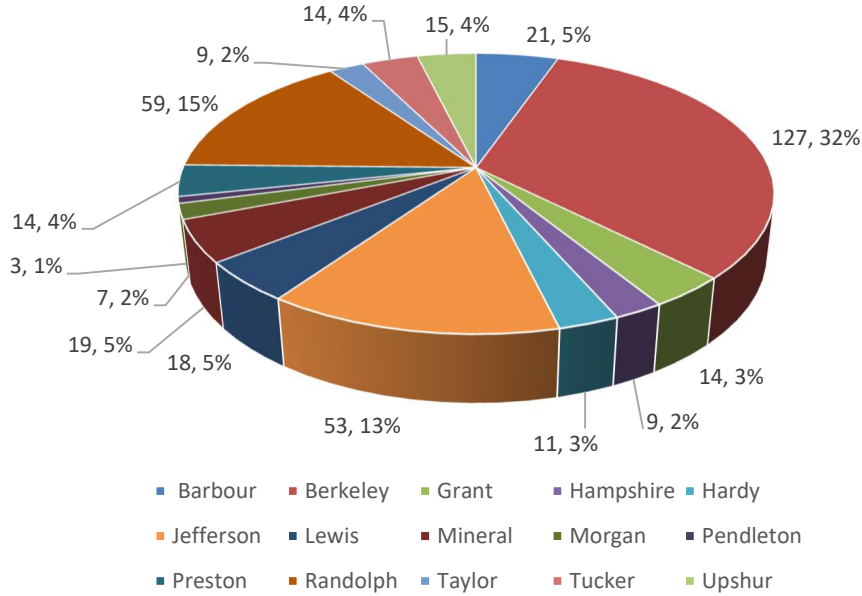
1. Resource and Referral
2. Management of the Subsidy Certificate program--Assisting eligible parents with their child care costs
3. Professional Development and Technical Assistance to child care providers, parents, children, and the early childhood community.

INFORMATION SYSTEM REPORT

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

County	Providers Per County	Percentage of Total Providers
Barbour	21	5%
Berkeley	127	32%
Grant	14	4%
Hampshire	9	2%
Hardy	11	3%
Jefferson	53	13%
Lewis	18	5%
Mineral	19	5%
Morgan	7	2%
Pendleton	3	1%
Preston	14	4%
Randolph	59	15%
Taylor	9	2%
Tucker	14	4%
Upshur	15	4%
Total in the Region	393	100%

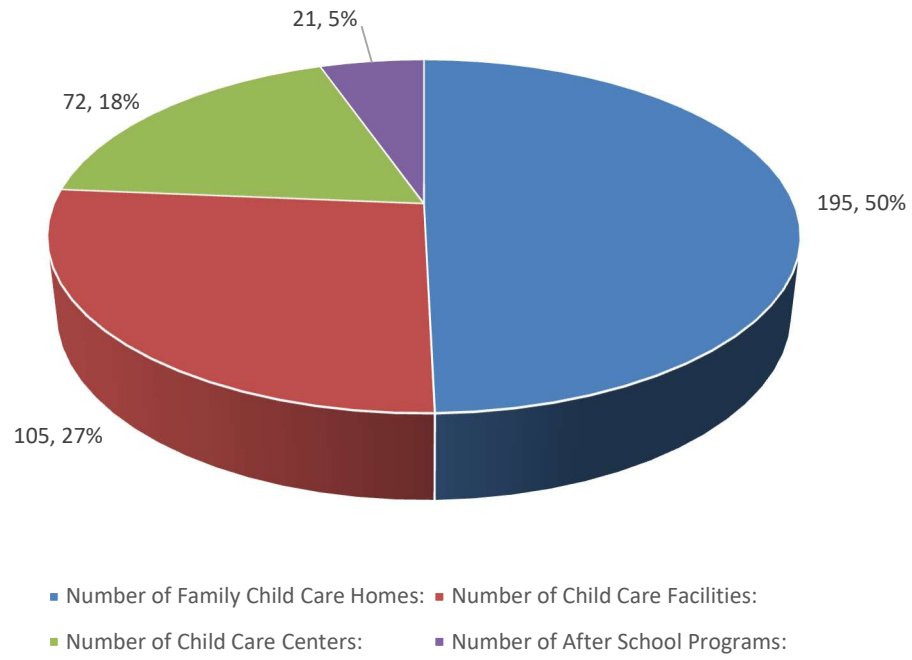
NUMBER OF CHILD CARE PROVIDERS (PER COUNTY) IN REGION V



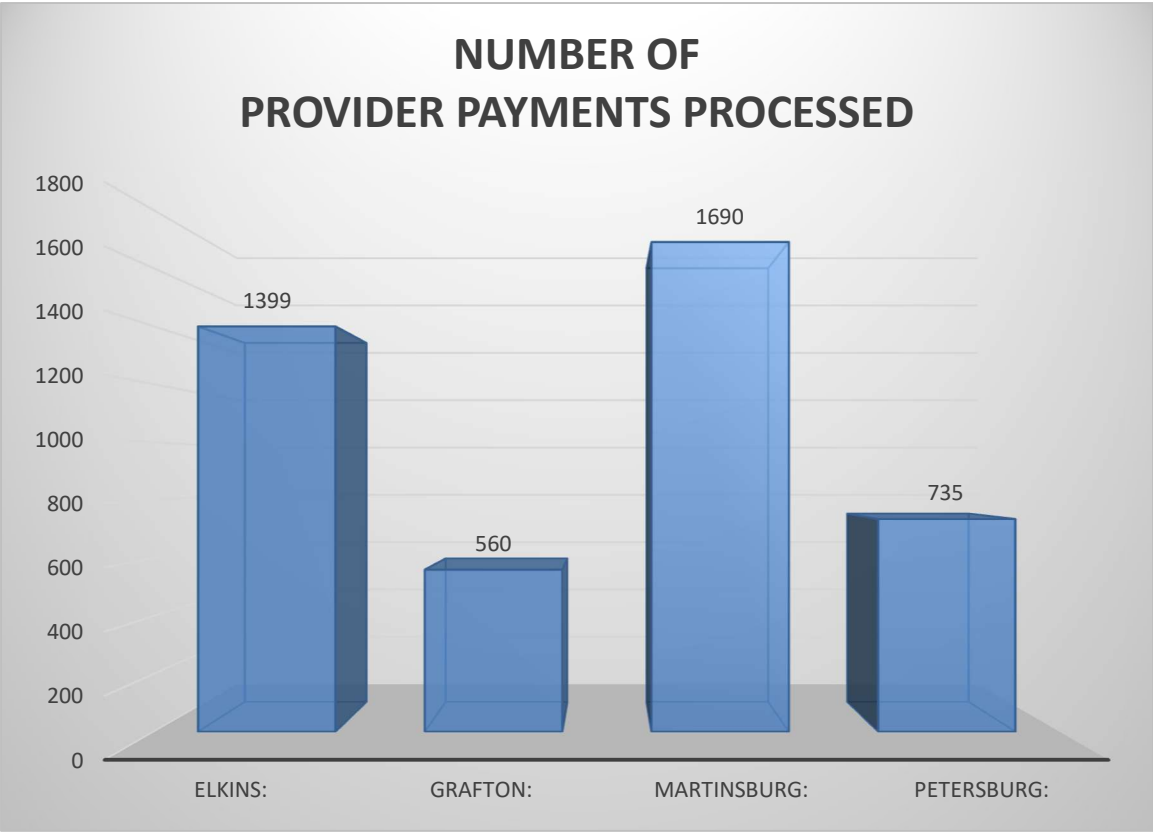
THE TOTAL NUMBER OF CHILD CARE PROVIDERS CATEGORIZED BY FAMILY CHILD CARE HOMES, FACILITIES AND CENTERS WITHIN OUR 15-COUNTY REGION

Number of Family Child Care Homes:	195
Number of Child Care Facilities:	105
Number of Child Care Centers:	72
Number of After School Programs:	21
Total Number:	393

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



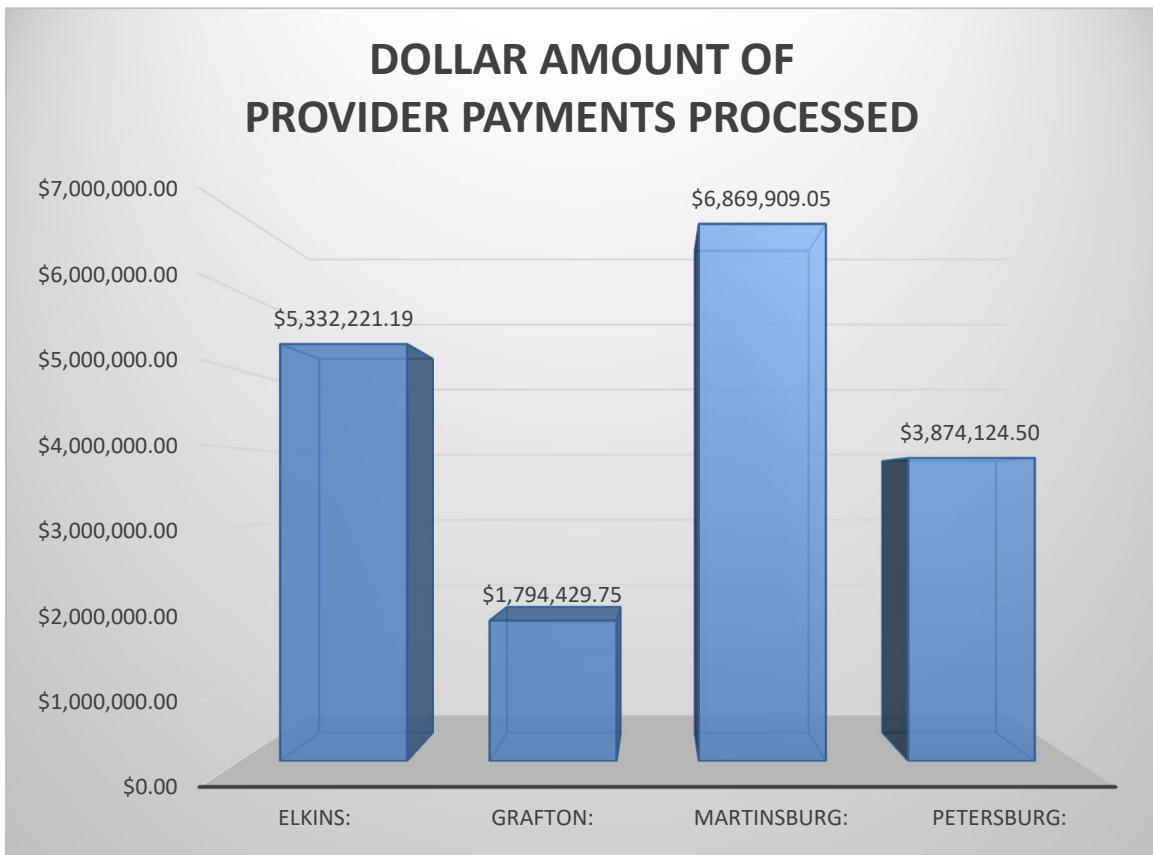
NUMBER OF PROVIDER PAYMENTS PROCESSED	
Elkins:	1399
Grafton:	560
Martinsburg:	1690
Petersburg:	735
Total for the Region:	4384



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

Elkins	\$5,332,221.19
Grafton:	\$1,794,429.75
Martinsburg:	\$6,869,909.05
Petersburg:	\$3,874,124.50
Total for the Region:	\$17,870,684.49

**DOLLAR AMOUNT 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.

Billboard and newspaper advertisements were also purchased throughout the region.

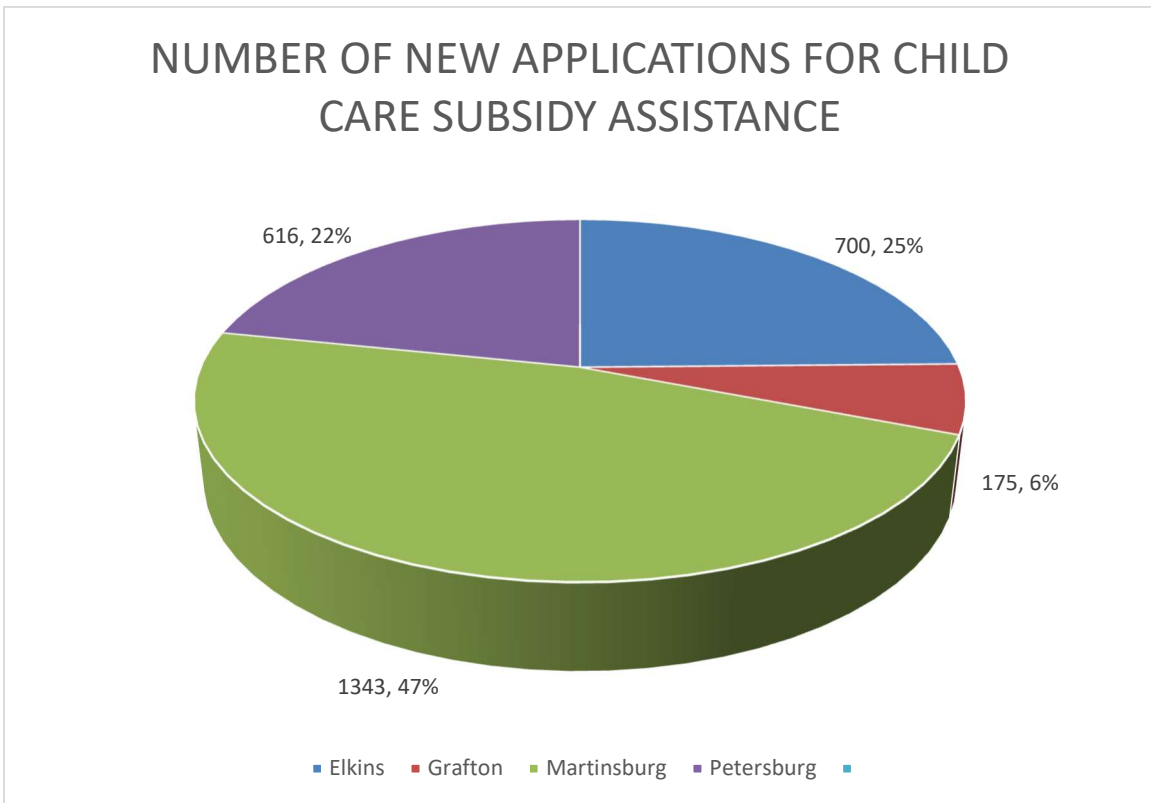
PROVIDER SUPPORT SPECIALIST RECRUITMENT EFFORTS	
Number of potential providers assisted in 2023:	370
New Registered Providers in 2023:	147

PROFESSIONAL DEVELOPMENT

NUMBER OF CHILD CARE PROVIDER TRAININGS OFFERED BY THE CCR&R PROFESSIONAL DEVELOPMENT TEAM	
Virtual Trainings:	146
In-Person Trainings:	49
Total Number of Trainings Offered in 2023	195

TOTAL NUMBER OF CHILD CARE PROVIDERS RECEIVING TRAINING	
Total Number Receiving Training:	1072

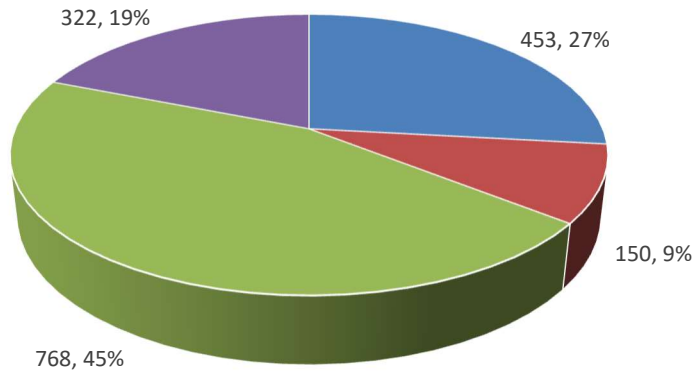
NUMBER OF NEW APPLICATIONS FOR CHILD CARE SUBSIDY ASSISTANCE	
Elkins:	700
Grafton:	175
Martinsburg:	1343
Petersburg:	616
Total for the Region:	2834



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

Elkins office (Lewis, Preston, Randolph & Upshur counties):	453
Grafton office (Barbour & Taylor counties):	150
Martinsburg office (Berkeley, Jefferson & Morgan counties):	768
Petersburg office (Grant, Hampshire, Hardy, Mineral, Pendleton, Tucker counties):	322
Total for Region 5:	1693

AVERAGE 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)

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	
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Health and Safety Grants awarded:	134
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TOTAL DOLLAR AMOUNT OF H&S GRANTS	
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Total Dollar amount of Health & Safety Grants:	\$48,146.54
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ENHANCEMENT GRANTS

MountainHeart North utilized funds to support licensed family childcare home providers in their commitment to ongoing learning. This grant covered conference related expenses including conference registration, hotel, travel/mileage, meals as pre-determined by the conference websites and www.gsa.gov.

The conference events provided learning opportunities to enhance quality education services and experiences provided by individuals working with and on behalf of children and their families. Conference attendees gained a deeper

understanding of best practices in early education, strengthening family engagement, and/or disability services in the provider’s own work.

NUMBER OF ENHANCEMENT GRANTS AWARDED TO CHILD CARE PROVIDERS

Enhancement Grants awarded:	19
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TOTAL DOLLAR AMOUNT OF ENHANCEMENT GRANTS

Total Dollar amount of Enhancement Grants:	\$58,305.00
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LIST OF COMMUNITY OUTREACH EVENTS – CCR&R REGION V



Barbour: (4)

- Barbour County Baby Shower
- Barbour County Fair Education Day
- Bounce Back to School Event
- Mountain Top Music Shop Family Day

Berkeley: (6)

- Berkeley County Baby Shower
- Berkeley County Baby Shower (2nd one)
- Berkeley Co. Sheriff’s Dept Community Day
- Health Fair

- DHHR Resource Fair
- Recovery in the Park



Hannah and Tina, Case Managers in the Martinsburg Office, attended the Recovery in the Park event in Berkeley County.

Grant: (5)

- Brighton Park Flag Day
- Family Resource Fair
- International Overdose Awareness Day
- Spring Advisory Annual Meeting
- WV Poultry Kiddie Parade

Hampshire: (1)

- Hampshire Co. Flag Day

Hardy: (2)

- Celebrate the Family
- ELL Student Picnic

Harrison: (1)

- Elevate health & Wellness EXPO

Jefferson: (0)

Lewis: (2)

- Lewis County Baby Shower
- Roanoke Elementary School Open House

Marion: (2)

- Child Care Director's Retreat
- Family Child Care Summit

Mineral: (3)

- Child & Family EXPO
- Mineral Co. Baby Shower
- Mineral Co. STEM Festival

Monongalia: (1)

- Community Resources & Support United Way

Morgan: (6)

- Back to School Bash
- Life or Drugs Tri-State Support Annual Community
- Morgan County Baby Shower
- Morgan County EXPO
- Paw Paw Block Party
- Starting Points Recognition Breakfast

Pendleton: (4)

- Family Fun Day
- Parenting & Resource Fair
- Pendleton County Trunk or Treat
- Pendleton Middle/Highschool Resource Night

Preston: (5)

- Newburg Health Fair
- Preston Backpack Giveaway
- Preston Co. Baby shower
- Preston Co Youth Center
- Preston Middle School Resource Fair

Randolph: (15)

- Back to School Bash
- Child Care Provider Proclamation Signing
- Citizens Promoting Community Day
- Community Resource Fair
- Elkins OurTown, Inc. Butterfly Display
- Elkins OurTown, Inc. Scarecrow Display
- Elkins OurTown, Inc. Spring EXPO
- Hooked On Fishing, Not On Drugs
- Pride in the Park
- Randolph County Baby Shower
- Randolph Co. FRN Baby Pantry
- Randolph National Kids Day
- Randolph Job Fair
- Spring Fling Event
- YHS Trunk or Treat

Taylor: (3)

- High School Job Fair
- Patch 30th Anniversary Event
- Taylor County Baby Shower

Tucker: (7)

- Back to School Bash
- Back to School Giveaway
- Christmas Light Shower
- Community Partnership Luncheon
- Early Childhood Festival in Davis
- Early Childhood Festival in Parsons
- Tucker Valley Elementary Open house

Upshur: (3)

- Trunk or Treat
- Upshur Co. Baby Shower
- Upshur National Night Out

2023 ACTIVITIES WITH OUR TOWN, INC. IN ELKINS, WV**Sprout into Spring 2023**

MountainHeart Community Services participated in the Sprout into Spring Expo that was held at the Atrium in Elkins on March 18th. Families visited the informational tables. Activities were provided for the children including making origami butterflies.

Our Town, Inc. had asked area businesses to decorate butterflies which were displayed in downtown Elkins. MountainHeart decorated two butterflies for display.

**Scarecrow Festival with OurTown, Inc.**

The Elkins office participated in the Our Town, Inc. scarecrow decorating event. Scarecrows from various agencies and businesses decorated downtown Elkins. The MountainHeart scarecrow was selected as one of the winners. This was the second year in a row that the MountainHeart Scarecrow has won an award!



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

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

Total number of In-House events for Providers:	5
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List of In-House PR Events for Parents/Children - Region V

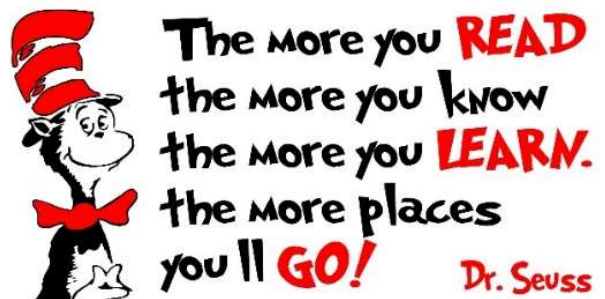
- Child Abuse and Neglect Awareness
- Dental Health Awareness
- Read Across America
- Week of the Young Child

Total number of In-House events for Parents/Children:	4
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READ ACROSS AMERICA ~ DR. SEUSS' BIRTHDAY CELEBRATION

Members of the MountainHeart Child Care Resource and Referral team supported Read Across America ~ Dr. Seuss' Birthday by visiting child care businesses throughout the region and reading books to the children. Big-Book Storytelling Activity kits were also made available to child care providers at the Elkins, Petersburg, Martinsburg and Grafton offices.

Our team is so happy to provide these early learning experiences.



APRIL IS NATIONAL CHILD ABUSE PREVENTION MONTH

MountainHeart staff in the Elkins, Martinsburg, and Petersburg offices wore blue in recognition of National Child Abuse Prevention Month. National Child Abuse Prevention Month recognizes the importance of families and communities working together to prevent child abuse and neglect.



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



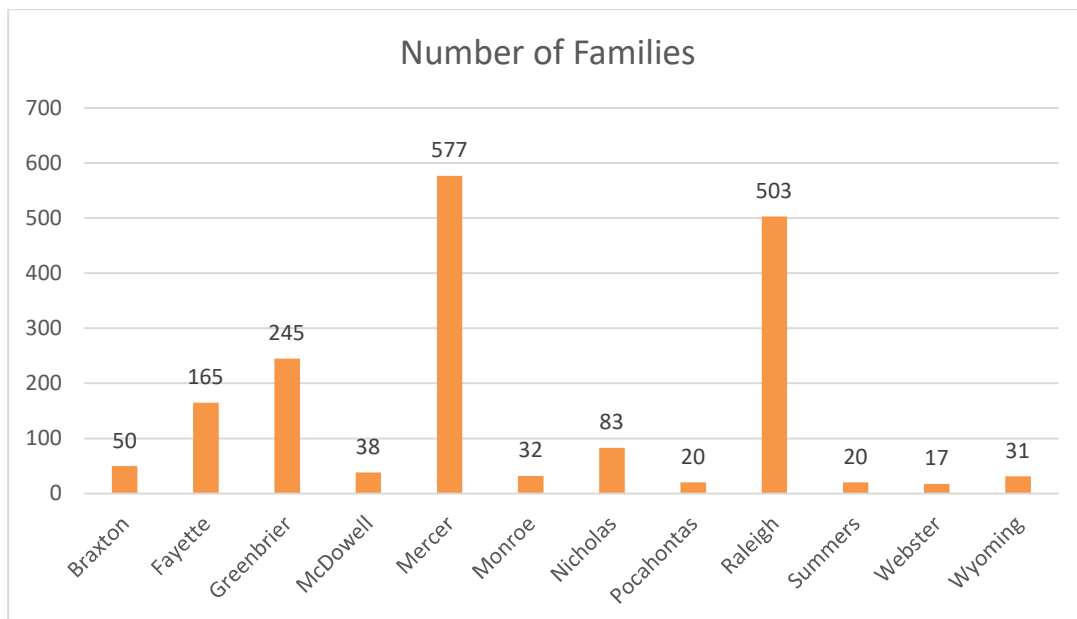
MountainHeart South Region VI

Annual Report

The following report contains information, data and statistics from January 2023 ~ December 2023 for the MountainHeart Community Services, Inc. Information System Report.

Number of families receiving child care services in our 12 county region

Braxton	50
Fayette	165
Greenbrier	245
McDowell	38
Mercer	577
Monroe	32
Nicholas	83
Pocahontas	20
Raleigh	503
Summers	30
Webster	17
Wyoming	31

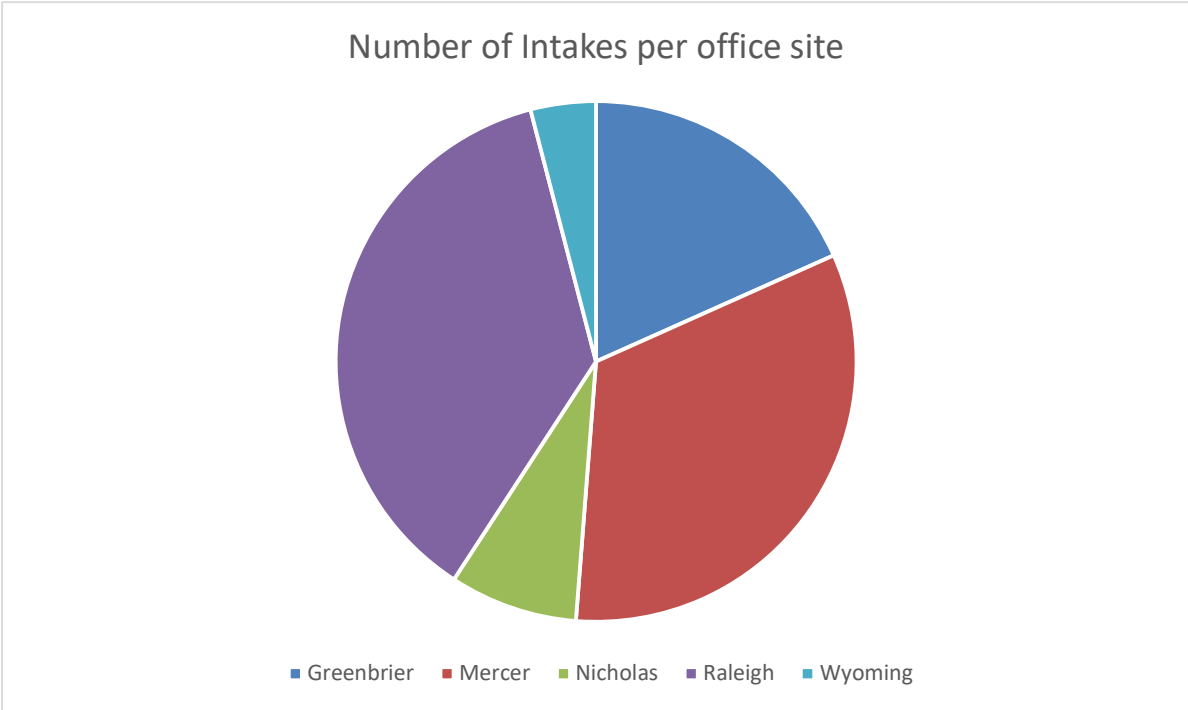


Average number of families served: **1,791**

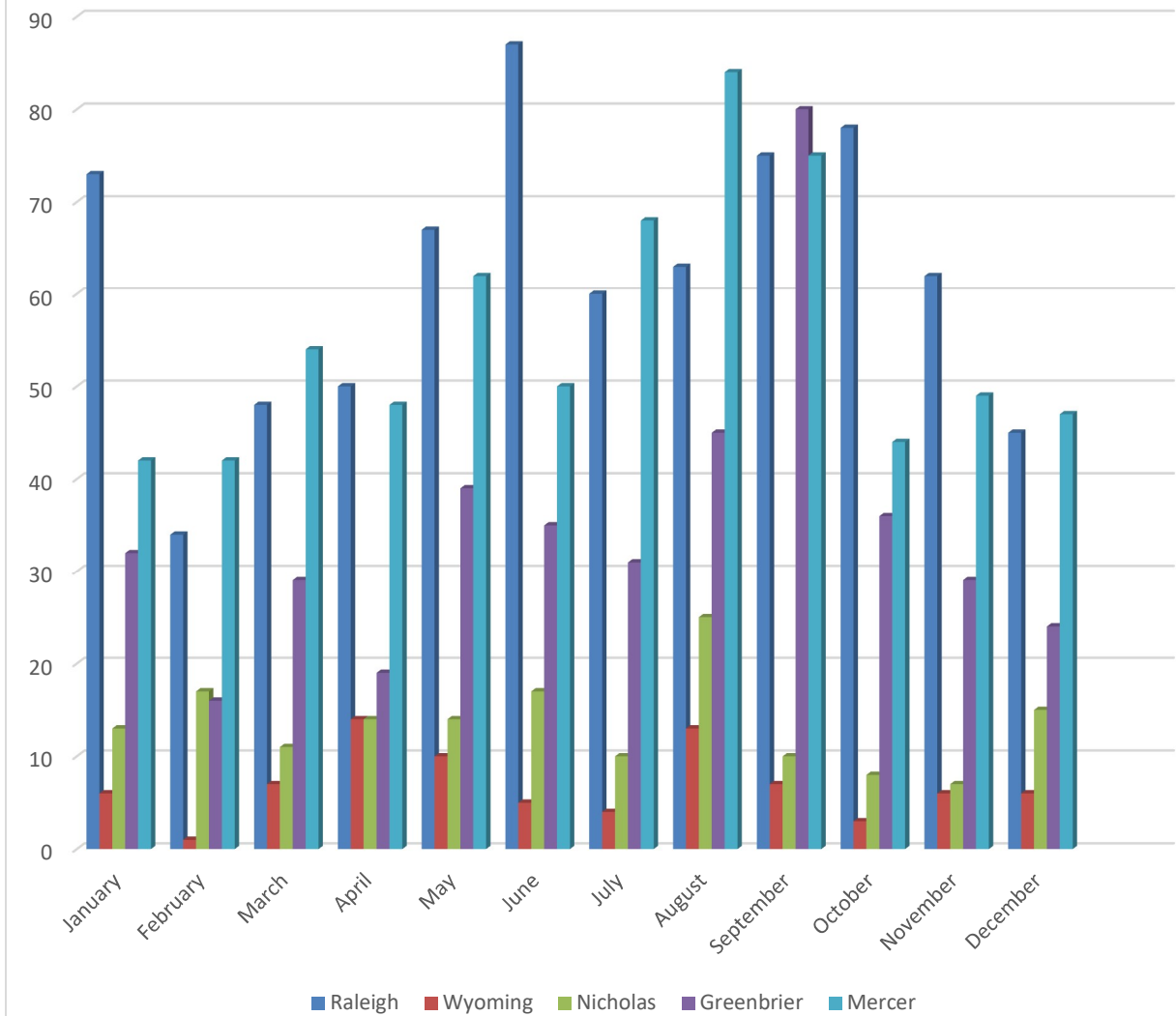
Number of yearly Intakes for child care in Region VI office sites

Greenbrier	370
Mercer	665
Nicholas	161
Raleigh	742
Wyoming	82

Total Intakes: **2,020**



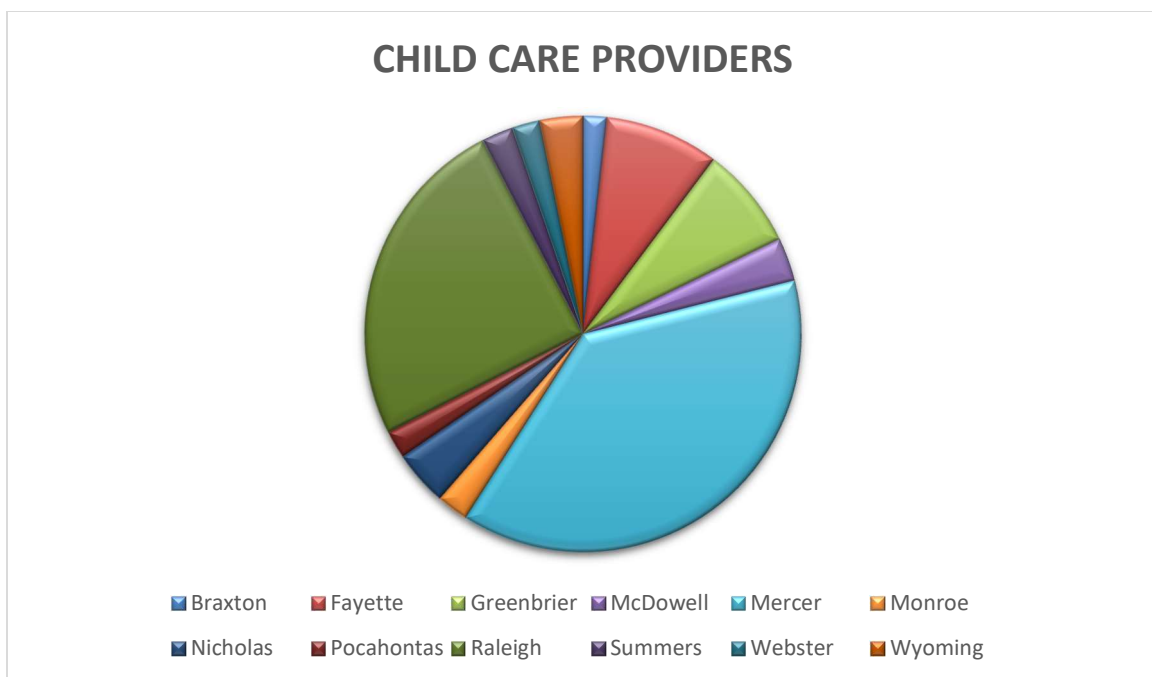
Monthly child care Intakes in Region VI office sites



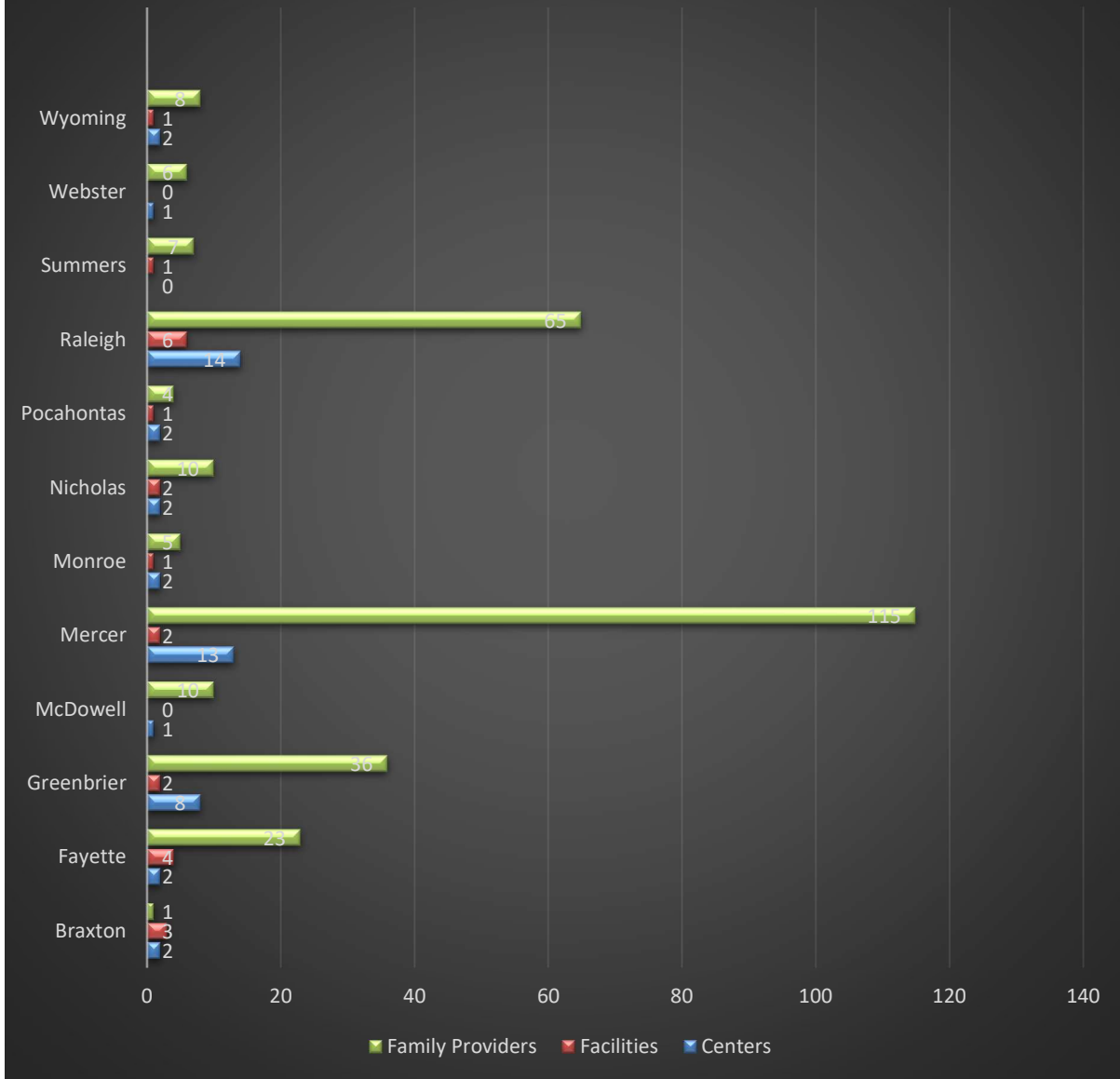
AVERAGE: 168 child care Intakes per month

Number of all provider types in Region VI

Braxton	6
Fayette	29
Greenbrier	46
McDowell	11
Mercer	130
Monroe	8
Nicholas	14
Pocahontas	7
Raleigh	85
Summers	8
Webster	7
Wyoming	11
Total	362



Provider Types in each of the twelve counties Region VI



**Number of child care providers categorized by Family Child Care Homes,
Facilities and Centers within Region VI**

Family Child Care Homes	290
Facilities	23
Centers	49

Total dollar amount of payments processed for child care providers, which includes Family Child Care Homes, Facilities and Centers

Dollar amount	\$19,731.483.00
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Number of child care provider recruitment events and number of potential provider inquiries (provider recruitment, community events and telephone inquiries)

Number of provider recruitment events	6
Number of inquiries	452

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

Potential applicants becoming providers	51
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Number of new registered family Child Care Providers

New Registered Providers	55
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Our Professional Development Team is assiduous in ensuring our Child Care Providers receive quality training, resources, and technical assistance.

Number of Child Care Provider trainings offered by the CCR&R South Professional Development Team

Number of virtual trainings	19
Number of In-Person trainings	45
Number of Technical Assistance sites	28

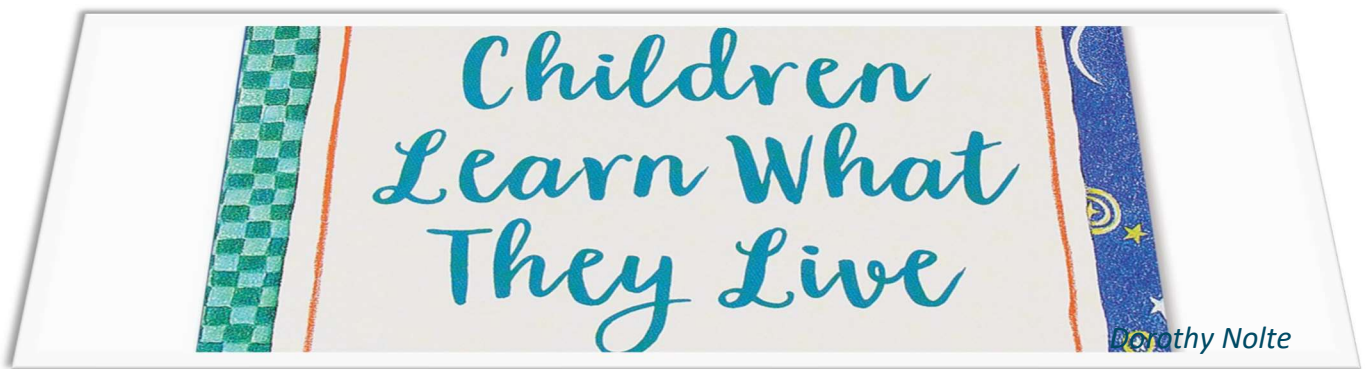
Number of Child Care Providers receiving specialized training

WVIT 1-R (12 Module Series)	35
WVIT 11 (Caregiver)	10
Mind in the Making (7 Module Series)	17
Introduction to PITC Curriculum	28
The Growing Brain (7 Module Series)	6
Infant/Toddler Positive Behavioral Support (ITPBIS-5 Module Series)	4

Positive Behavior Intervention Supports (PBIS-5 Module Series)	4
All About the Environmental Rating Scale	10

Presentations at a Regional Conference by PD Staff and number in attendance

Regional Family Child Care Conference ~ Barboursville, WV	36
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HEALTH AND SAFETY GRANTS

NUMBER OF HEALTH AND SAFETY GRANTS AWARDED TO CHILD CARE PROVIDERS

Health & Safety Grants Awarded	65
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Dollar amount of Health and Safety Grants

Dollar amount-Individual H&S Grants	\$18,000.00
“Resources, Recycling, Revenue and You” – Provider Conference	\$7,900.00
Provider Appreciation Conference	\$10,800.00
TIER II Bonus Rewards	\$1,250.00
Total	\$37,950.00

“Resources, Recycling, Revenue and You” ~ Provider Conference

Child Care providers were given information about financial planning, tax tips and responsibilities, and using recycled materials in their child care programs.

Attendees were also given resource information for available financial grants, networking opportunities and other supportive services.





TIER II and TIER III Child Care Providers!

A tiered reimbursement system offers higher subsidy payments to programs that demonstrate they meet higher standards of care. Programs may apply for Tier II or Tier III reimbursement rates if higher quality standards are met.

MountainHeart South now has **eight TIER II** providers. We have three centers, one facility and four family home providers, as well as **two TIER III** child care centers!

Pictured below (from left to right) is a TIER II Family Child Care Home Provider from Lewisburg who also earned her Child Development Associate and recently achieved a *WV Childcare General Credential*! The photo on the right is a provider from Princeton who has recently received a *WV Childcare General Credential*, pictured with Sara Mathes, Professional Development Team Supervisor.





Braxton:

Pre-K Registration ~ Agency Brochures, Resource Information
Holly Gray Park ~ Agency Brochures and made slime with children

Fayette:

Read and Roll ~ “Llama Llama Learning with colors,” and participated in craft activities with children
Montgomery General Health Fair ~ Agency Brochures, pens & pencils

Greenbrier:

Pete the Cat Adventure~ 152 Pete the Cat books distributed to children in childcare
Community Baby Shower ~ Distributed Safe Sleep, breastfeeding and other community resources, and a Pack & Play to participants
WV School of Osteopathic Medicine ~ Distributed pens, pencils, water bottles, totes, padfolios and Agency Brochures

Mercer:

Read and Roll ~ Duck making activity with children
Read Across America ~ Distributed 100 Dr. Seuss books, bookmarkers, tents, flashlights, and bottled water
Kids at Heart and Little Explorers Centers ~ Read to children and distributed 89 Dr. Seuss Books

Juneteenth Day & WV Day ~ Distributed 100 books (Juneteenth) to child care providers
WV Day ~ Distributed 198 books about WV to child care providers
Back to School Bash ~ Distributed Agency Brochures, sunglasses, pencil pouches
Autumn Fest ~ Distributed Agency Brochures, beanies, frisbees, pencils

McDowell:

Child Abuse & Neglect Courthouse ~ Distributed Butterflies, Agency Brochures
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Monroe:

Kiddie Fair ~ Distributed books, pens, pencils, resources, agency brochures
Coalition for Children & Families ~ Distributed books, frisbees, footballs, water bottles, resource information and agency brochures
Baby Shower ~ Agency Brochures, numerous baby items donated by local agencies

Nicholas:

Child Abuse and Neglect Court House ~ Agency Brochures, Ribbon Pins, bubbles, bracelets, stickers
Potato Festival ~ Agency Brochures, frisbees, water bottles
Lights in the Park ~ Agency Brochures, pens, pencils

Raleigh:

Women’s Expo ~ Cups, notebooks, pens, hand sanitizer, piggy banks, post it notes, Agency Brochures,
Back to School Bash ~ 200 Lysol wipes, pencils, notepads, and Agency Brochures
Child Abuse & Neglect Courthouse ~ Distributed Butterflies, & Agency Brochures
211 Event ~ Ink pens, Agency Brochures
Dreamland Daycare/Fire Dept. ~ 80 Pete the Cat Firefighter books, 51 flashlights
Busy Bee’s ~ 42 Pete the Cat Firefighter books

Webster:

Community Baby Shower ~ Agency Brochures, diaper bags, car seat, resource information

“Christmas with Santa” ~ 500 items such as: Toys, clothing, shoes, heaters, Christmas tree stands, coolers, paper cups and plates, curling iron, tv mounts, ice makers, rice cookers, small greenhouses (donated from World Vision), Agency Brochures

Wyoming:

Back to School Bash ~ Agency Brochures, Lysol Wipes, pencils

One Voice for Community Baby Shower ~ Display booth with community resources and Agency Brochures

Child Abuse and Neglect ~ CA&N Butterflies, Agency Brochures

TOTAL NUMBER OF COMMUNITY EVENTS ~ 32

In-House PR Events for child care providers and clients

Child Abuse and Neglect Awareness

Week of the Young Child

Provider Appreciation

Dental Health Awareness

Armed Forces Day

Participated in the Early Head Start/Head Start Track and Field Day (Matheny)

Open House (One year Anniversary of new office) Greenbrier

BAF & MAC Toy Event-Beckley



“Business Packets”

In addition to our PR events, Administrative Assistants throughout Region VI distributed **192** “Business Packets” to local businesses within our service delivery 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, business and community!

“Doing Our Part, To Protect Your Heart!”

To help raise awareness of heart disease, and heart disease prevention, the MountainHeart South CCR&R Program distributed American AED (Automated External Defibrillators) to Child Care Centers within our 12-county service delivery area. Child Care Providers received the AED defibrillators as well as wall cabinets to be installed on site at their child care centers. Centers also received choke test tubes and a LifeVac (emergency choking lifesaving device).



MountainHeart South Child Care Resource and Referral participated in numerous Outreach Events!



, and communities to

Learning and Fun with "Pete the Cat"



Llama, Llama Learning with Colors!





April is National Child Abuse Prevention Month

All MountainHeart South Child Care Resource and Referral Offices recognize this month as a time to honor, show support and remember the lives of children affected by child abuse. MountainHeart staff designates a “Wear Blue” day to support prevention of child abuse and neglect and attend community events to help educate and increase community awareness and prevention of child abuse.

Many offices participated in “butterfly release” ceremonies on courthouse lawns as a place where hope and advocacy intersect. The release of butterflies represents the transition from vulnerability to strength, and just like the butterflies, our hope is that children who have experienced abuse or neglect can find resilience and healing.





Participating in the Nicholas County 53rd Annual Potato Festival!



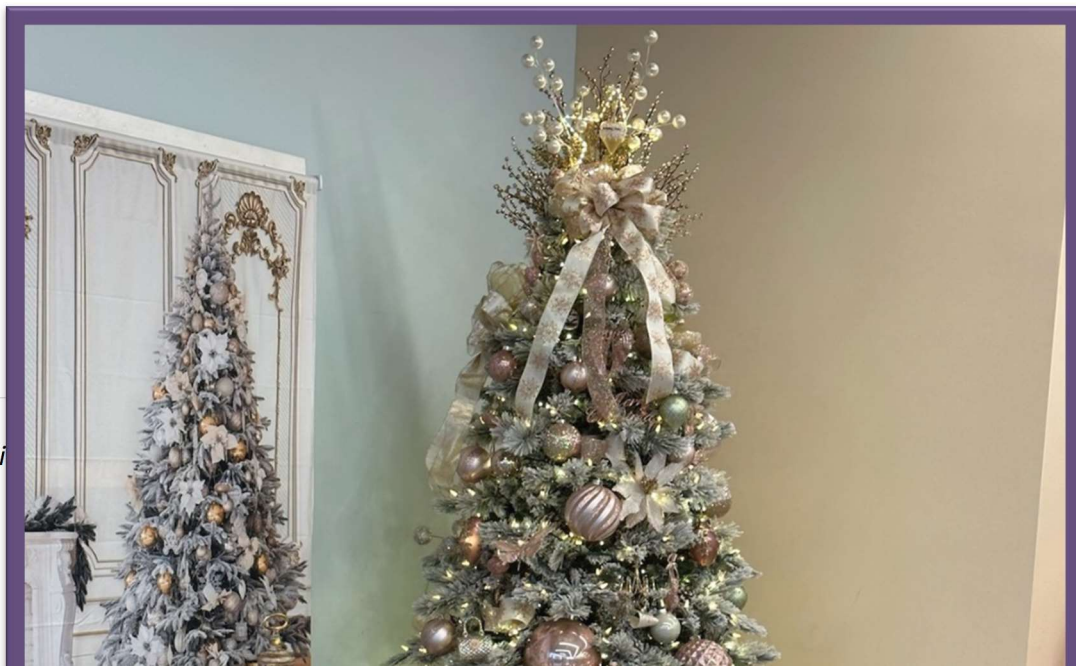
"Working

9 | Page
r life"



United Way ~Wonderland of Trees Event

This year, our “MountainHeart of Gold” elegant Christmas tree won second place in the people’s choice award! This event brings organizations and businesses together to sponsor and decorate Christmas trees, and all proceeds from the live tree auction go to United Way of Southern WV serving families in Fayette, Mercer, McDowell, Nicholas, Raleigh, Summers and Wyoming counties.



Taking Time to Reflect on Staff

Accomplishments

Kaylyn Jennings, Behavioral Consultant, earned the WV Infant/Toddler Mental Health Endorsement for culturally sensitive, relationship-focused practice promoting infant mental health as an Infant Family Associate. Kaylyn also wrote an article titled *"The Five Cs of ADHD Guidance"* in which adults can use self-Control, Compassion, Collaboration, Consistency and Celebration to help guide children with Attention Deficit Hyperactivity Disease, and the article was published in the *WV Early Childhood Provider Quarterly Magazine*.

Brooklyn Conley, Quality Improvement Specialist, passed the PAS-3 Reliability Test, making her eligible to become a Certified PAS-3 Assessor. Brooklyn also wrote and submitted an article titled *"Building Relationships for Lifelong Success,"* for the *West Virginia Early Childhood Provider Quarterly Magazine* that landed the front page cover!

Kathy Milam, Infant/Toddler Specialist completed the Program for Infant/Toddler Care (PITC) certification. She also received her WV Infant/Toddler Mental Health Endorsement for culturally sensitive, relationship-focused practice promoting infant mental health as an Infant Family Associate.

Lena Graham, Early Childhood Specialist, wrote an article on *"Emergency Preparedness"* for the *WV Provider Quarterly Magazine*. The article covered the ways providers can be prepared for emergency disasters as well as the follow up care needed after a disaster strikes, and was published in the April edition!

Bethany Houchins, an Infant/Toddler Specialist, who also holds a Mental Health Endorsement, was instrumental in her work with Monroe Daycare in achieving the WV Breastfeeding Friendly Child Care designation. In September, Bethany was among others from the WV Breastfeeding Institute to help celebrate with

Monroe Daycare, which was the first program in MountainHeart South to achieve the WV Breastfeeding Friendly Child Care designation!

Maxann Weese, Behavioral Consultant, recently earned the WV Infant/Toddler Mental Health Endorsement for culturally sensitive, relationship-focused practice promoting infant mental health as an Infant Family Associate.





Congratulations to Kara Ramsey, Administrative Assistant in Summersville, for being nominated and selected to receive the West Virginia Community Action Partnership Service Achievement Award for 2023! Kara was recognized at the annual West Virginia Community Action Partnership Conference in Charleston, WV.

Pictured left to right

Dreama Padgett, CEO ~ Kara Ramsey, WV Community Action Partnership Service Achievement Award recipient, and Linda Prutsok ~ Supervisor/Audit Specialist in the Summersville office.



Congratulations to Donna England for receiving her Certified Community Action Professional (CCAP) award at the National Community Action Partnership annual conference in Atlanta, GA. We are very proud of you! Welcome to the CCAP family!



Susan McCoy ~ CCAP member!

Professional Development Team Open House!

The MountainHeart Child Care Resource & Referral Program hosted an Open House at our new office space at 300 North Kanawha Street, Suite 100, Kanawha Plaza in Beckley! The new office suite houses the Raleigh County Professional Development Team Training Division!



MountainHeart Strategic Planning Sessions ~ Planning for Success!

Mountainheart Community Services team at Stonewall resort working on strengthening our communities and agency by having a mission driven mindset to set goals for our new strategic plan that embraces change and innovation.



We must open the doors of opportunity. But we must also equip our people to walk through those doors.

— Lyndon B. Johnson

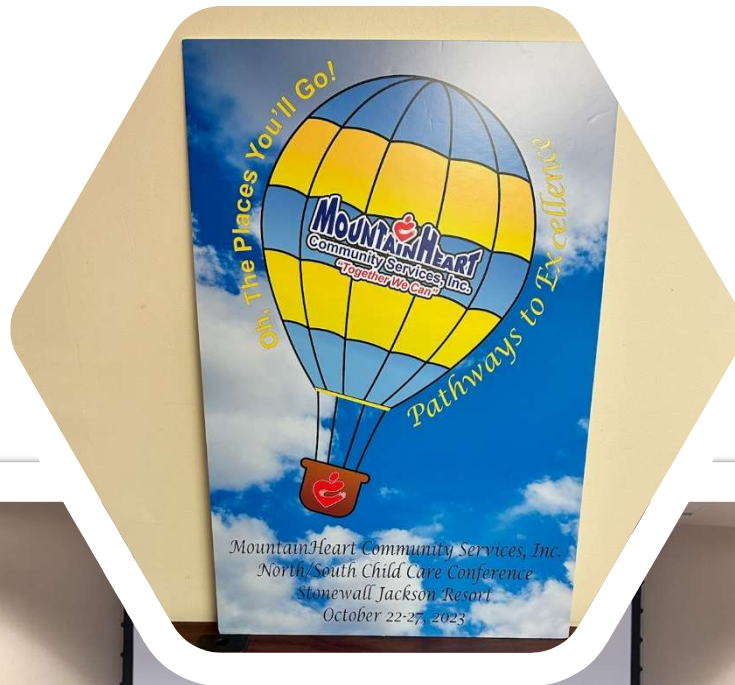


“Working together with i i

*56 | Page
s for a better life”*

**Oh, The Places You'll Go! Pathways to Excellence
North/South CCR&R Conference**

**A time to network, connect, share information and ideas, learn new skills,
develop solutions to problems, introduce new strategies, and meet and
collaborate with colleagues!**









A client applied for child care who had recently moved into the domestic violence shelter. She was skittish and very nervous. She has a child who is on the autism spectrum and is nonverbal. I mentioned the TANF program with SPOKES classes as she said she wanted to get her GED. She just called me today crying and thanking me for all my help and advice. She is motivated to get her GED and go back to college so she can make a better life for her and her son. She was extremely grateful for our child care program!

A Case Manager was taking an application on a new client who had just moved into a new apartment. The client expressed that the apartment was unfurnished, other than a blow-up mattress and one bed for her daughter. The Case Manager related this information to our Community Outreach & Resource Specialist who was able to locate some essentials for this client such as a mattress, mattress pad, blankets, coffee pot, microwave, dishes, shoes, shirts, jeans, & coat. The client submitted a letter of thanks stating; "I thank you all so much for everything you have given me and my two children for our new home. It means more than words can express. It's truly a blessing to have kind hearts to give and receive blessings of abundance. God bless all of you. Thank you Mrs. Mary for being such a beautiful soul. P.S. We are forever grateful!"

Children are our future...

and our future looks promising!

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)

Every Child Needs A Reason To Succeed...

BE THE REASON!

Become A Child Care Provider!



Child Care Resource & Referral Program

304-872-9200

www.mountainheartwv.org

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

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

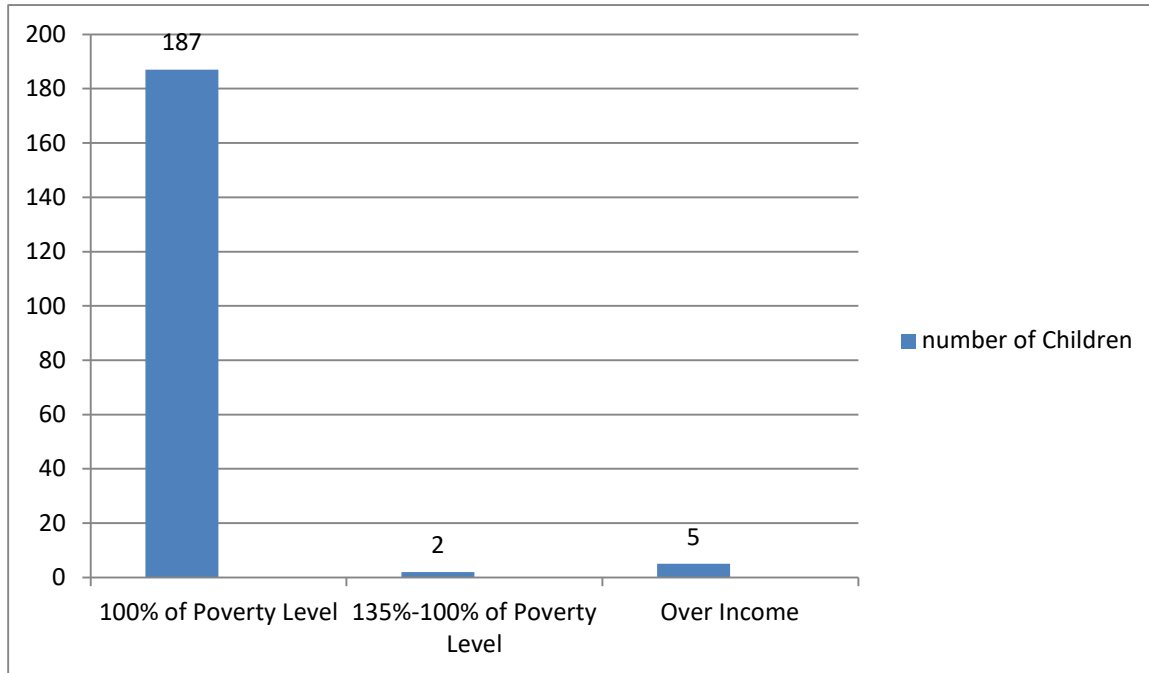
Number of tax returns filed by current recipients of WV WORKS or Temporary Assistance for Needy Families (TANF): 10

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.

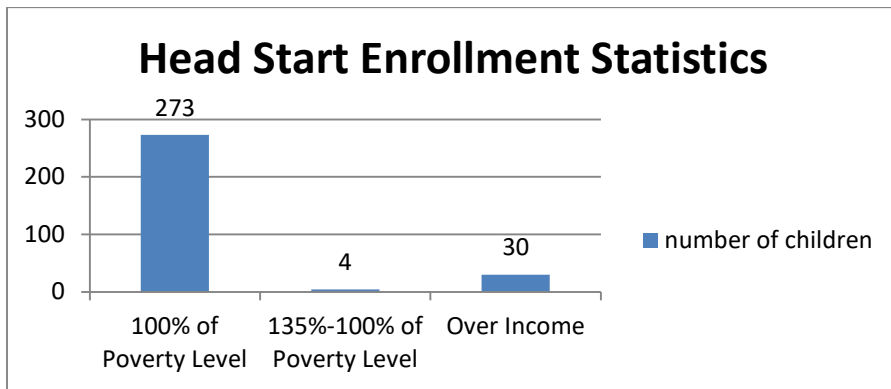
Head Start and Early Head Start



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 2023 by the Head Start Program. 100% enrollment was achieved throughout 2023. 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

2023-2024

Domain: ***Physical Development & Health***

Domain Elements: Physical Health Status, Health Knowledge & Practice

Program Goal: Families will gain knowledge about the importance of daily activity and making healthy food choices.

EHS Goal: All infants and toddlers will meet their gross motor developmental milestones to enable exploration of their environment.

Domain: Perceptual, Motor, and Physical Development

Sub-Domain: Gross Motor

IT-PMP 4. Child demonstrates effective and efficient use of large muscles to explore the environment.

WV Early Learning Standards Framework: Infant/Toddler – Motor Development/Gross Motor

Motor Development- Gain control over large muscle movements such as reaching, kicking, crawling and walking.

Head Start Goal: All children will increase their daily activity level.

Domain: Perceptual, Motor, and Physical Development

Sub-Domain: Gross Motor

P-PMP 1. Child demonstrates control, strength, and coordination of large muscles.

WV Early Learning Rating Scale: Large Muscle Coordination

PH.PK.7 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 at least one hour of physical activity per day in a safe indoor/outdoor 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.

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 – Social/Emotional Development/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.

Coaches will use data from Teacher Needs Assessments to coach toward helping teachers meet the age appropriate social/emotional needs of children.

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:	<p>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.</p> <p>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.</p> <p>Assure all classrooms are equipped with the necessary materials to promote mathematical learning/concepts.</p>
Family Outcome:	<p>Family Well-being</p> <p>Families as Learners</p>
Domain:	<i>Language & Literacy</i>
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 – Language and Literacy/- Communication and Speaking
Head Start Goal:	All children will develop an understanding of rhyming and word segments.

(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: Literacy

Sub-Domain: Phonological Awareness

P –LIT 1. Child demonstrates awareness that spoken language is composed of smaller segments of sound.

WV Early Learning Rating Scale – Language and Literacy

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.

Staff will use read-aloud activities as opportunities to emphasize word segments and rhyming words.

Head Start/Pre-K teaching staff will attend training on how to use daily routine activities to promote rhyming and awareness.

Materials will be purchased for small and large group activities that promote rhyming sounds.

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 – Approaches to Learning/Curiosity

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 there 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.

Materials will be purchased that can be used to facilitate scientific experiments and exploration.

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