

2025

2025 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

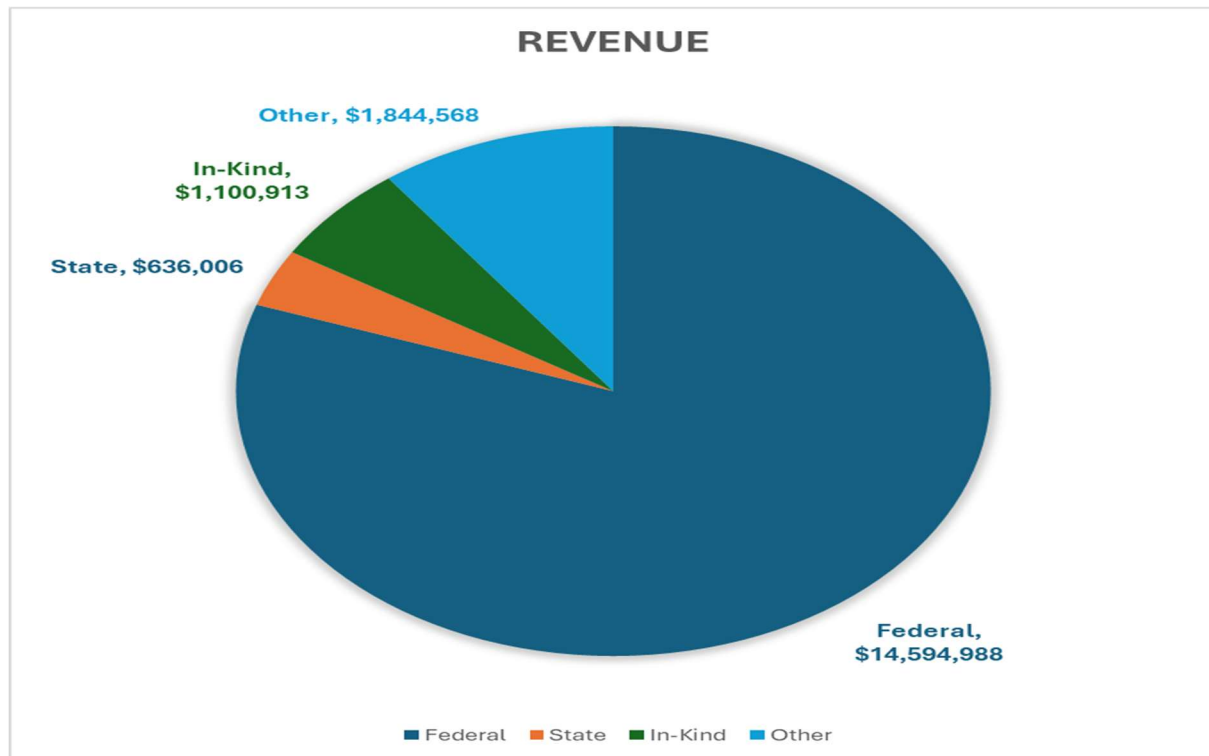
MountainHeart Community Services, Inc. is a private, nonprofit 501(c)(3) community action agency that was incorporated in 1965 in accordance with the economic opportunity act of 1964.

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.

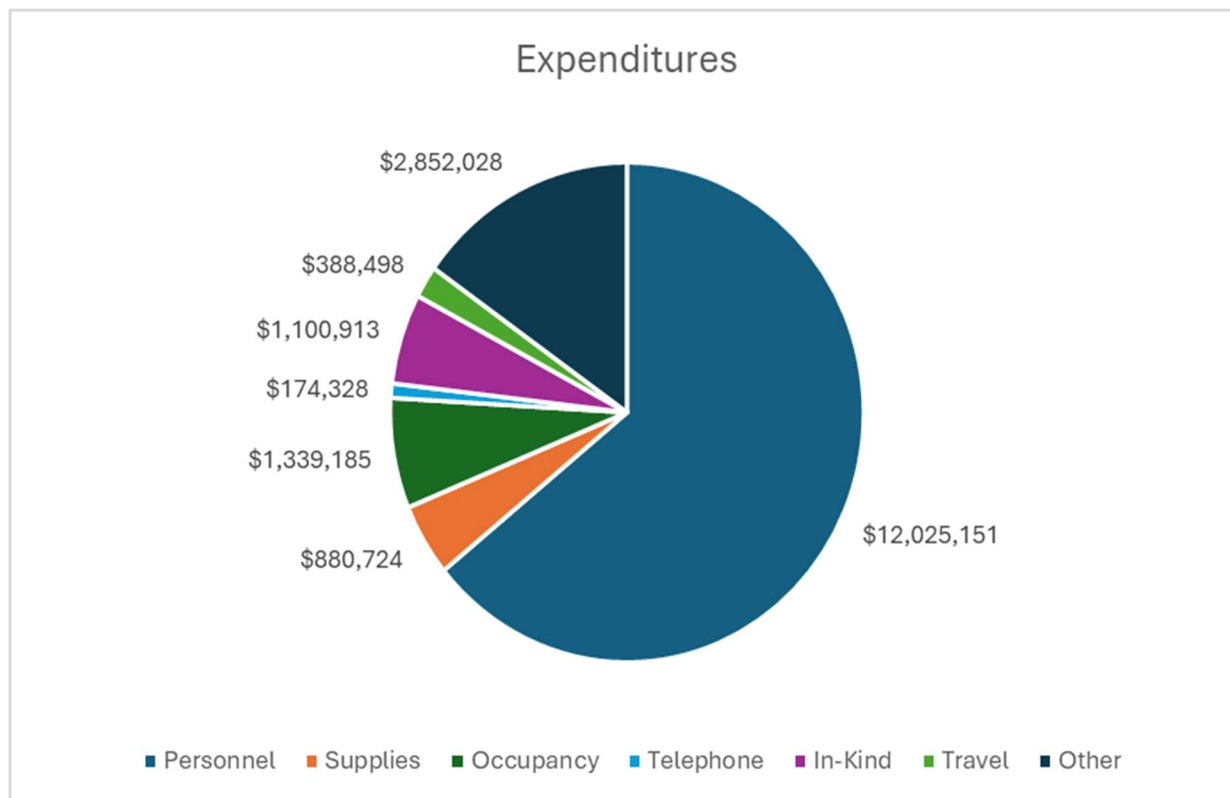
MountainHeart Community Services, Inc. Agency Funds 2025 (unaudited)



Federal	\$	14,594,988	80%
State	\$	636,006	3%
In-Kind	\$	1,100,913	7%
Other	\$	1,844,568	10%
	\$	18,176,475	

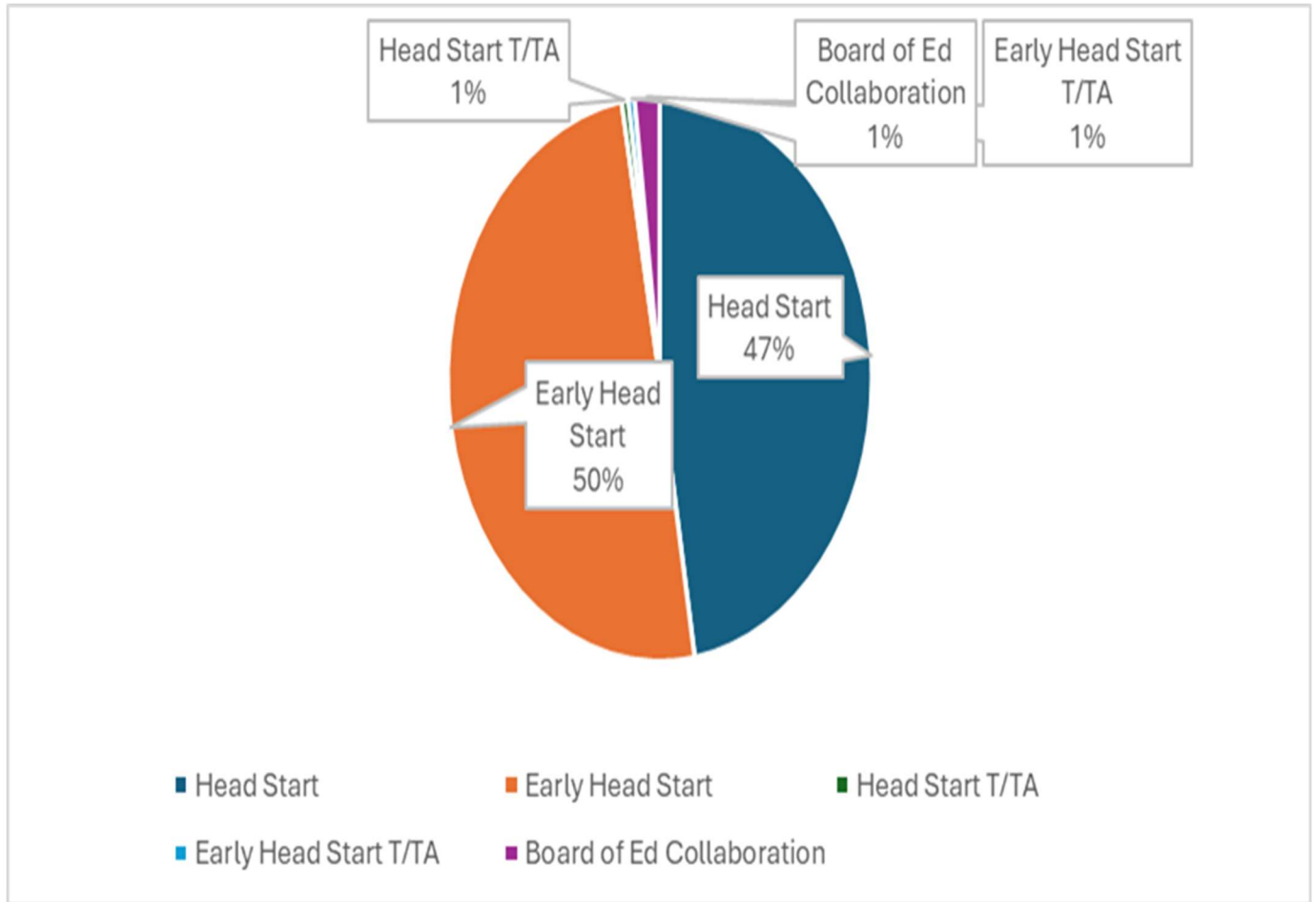
(B) An explanation of expenditure for the fiscal year.

**MountainHeart Community Services, Inc.
Agency Expenditures 2025 (unaudited)**



Personnel	\$ 12,025,151	64%
Supplies	\$ 880,724	5%
Occupancy	\$1,339,185	7%
Telephone	\$ 174,328	1%
In-Kind	\$1,100,913	6%
Travel	\$ 388,498	2%
Other	\$ 2,852,028	15%

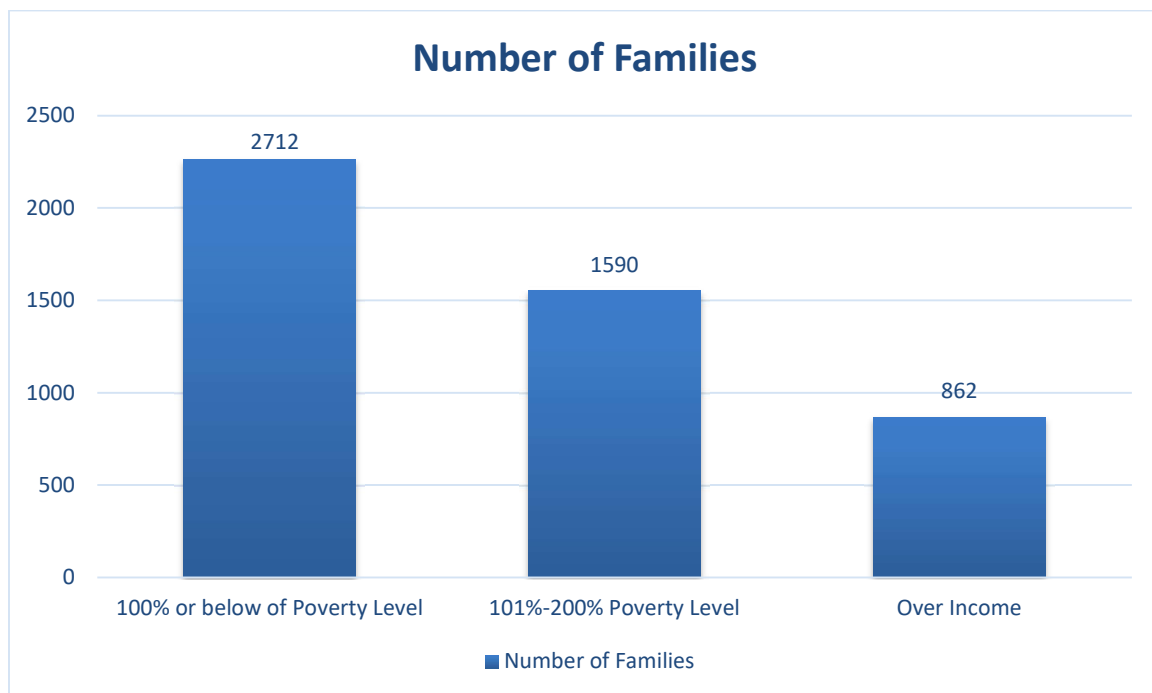
MountainHeart Community Services, Inc.
Head Start/Early Head Start, BOE Collaboration 2025



Head Start	\$	2,653,417	47%
Early Head Start	\$	2,786,649	50%
Head Start T/TA	\$	28,512	1%
Early Head Start T/TA	\$	26,342	1%
Board of Ed Collaboration	\$	106,950	1%
	\$	5,601,870	

Statistics

MountainHeart Serve 6,035 families and 14,655 individuals.



Poverty Level	Number of Families
100% or below	2712
101% - 200%	1590
201% or more	862
Unknown	871

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.

WV Birth to Three Regions V, VI, and VII

WV Birth to Three – 2025 RAU 5, RAU 6, & RAU 7 End-of-Year Report

WV Birth to Three supported families across 19 counties in RAU 5, RAU 6, and RAU 7 during the 2025 program year. Early Intervention services continued to strengthen family well-being, child development, and community collaboration. In 2025, the program assisted 871 families in accessing Early Intervention services.

Service Areas

RAU 5: Barbour, Lewis, Preston, Randolph, Taylor, Tucker, Upshur Counties

RAU 6: Braxton, Greenbrier, Monroe, Nicholas, Pocahontas, Summers, Webster Counties

RAU 7: Fayette, McDowell, Mercer, Raleigh, Wyoming Counties

Community Outreach – Year-End Review

Parent Partners completed 145 Child Find outreach activities across the 19-county service region. These outreach efforts provided referral sources and community agencies with important information about Early Intervention supports.

Parent Partner Activities

Parent Partners met with 90 community stakeholders, families, caregivers, Circle of Parents groups, and Family Support Networks to share information, resources, and personal experiences that empower families navigating Early Intervention.

Parent Connections & Collaborations

To strengthen family engagement and peer connection, Parent Partner Collaboratives hosted 12 events with 150 registered parents in attendance.

Transition Services

In 2025, 57 initial transitions were completed involving new IFSPs and coordination with local Boards of Education. Transition supports help families prepare for the next developmental steps as children approach age three.

Interagency Committee Activities

Across the 19 counties, 70 Interagency Committee meetings were held in 2025 to improve communication, collaboration, and resource sharing among agencies and community partners.

Summary

The 2025 program year reflected the continued commitment of WV Birth to Three to foster strong community partnerships, provide high-quality Early Intervention services, and ensure families feel supported and empowered.





2025 Information System Report

February 3, 2026

MountainHeart Community Services, Inc.

Introduction:

MountainHeart Community Services, Inc. is contracted by the West Virginia Department of Human Services (WV DoHS), 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 childcare programs into one block grant designed to provide state childcare assistance programs to assist low-income families, families receiving temporary public assistance, and those transitioning from public assistance for childcare to support work or attend training/education.

The mission of the CCR&R program is to meet the diverse needs of parents, children, childcare 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.

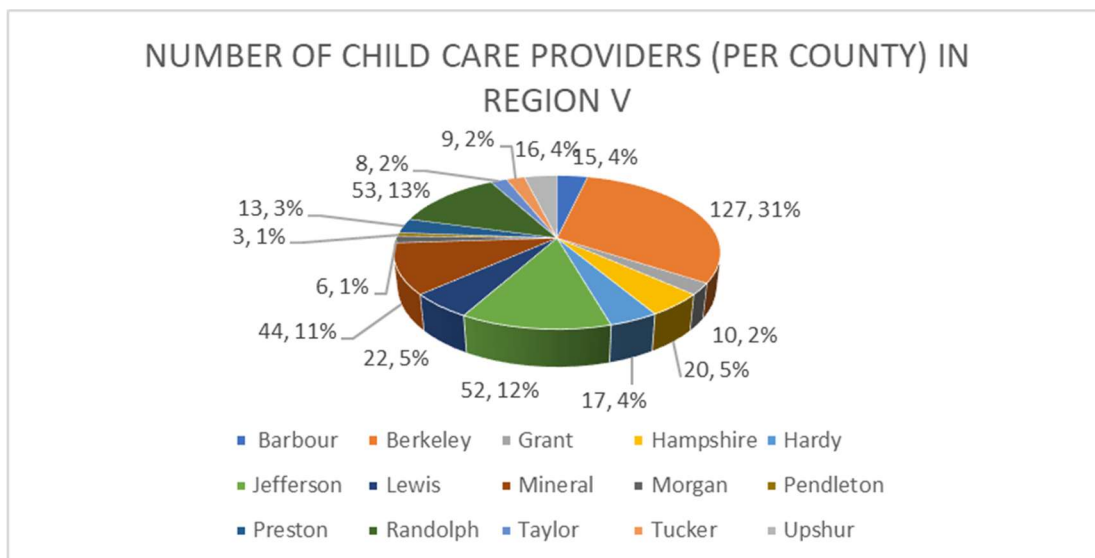
There are three (3) core services provided through Child Care Resource and Referral:

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

The following report contains data and information for many of the activities of the Child Care Resource & Referral – Region 5 program for the time period spanning January 1, 2025, through December 31, 2025.

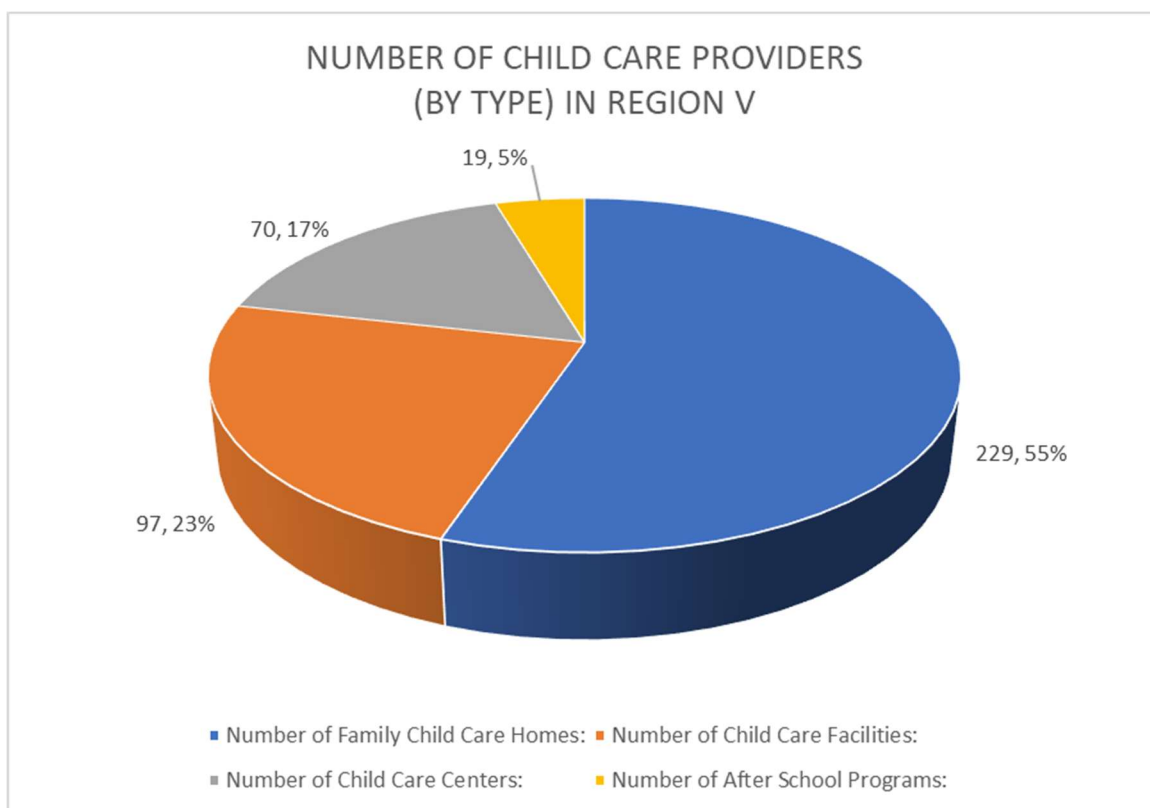
INFORMATION SYSTEM REPORT

County	Providers Per County	Percentage of Total Providers
Barbour	15	4%
Berkeley	127	31%
Grant	10	2%
Hampshire	20	5%
Hardy	17	4%
Jefferson	52	13%
Lewis	22	5%
Mineral	44	11%
Morgan	6	1%
Pendleton	3	1%
Preston	13	3%
Randolph	53	13%
Taylor	8	2%
Tucker	9	2%
Upshur	16	4%
Total in the Region	415	100%



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:	229
Number of Child Care Facilities:	97
Number of Child Care Centers:	70
Number of After School Programs:	19
Total Number:	415



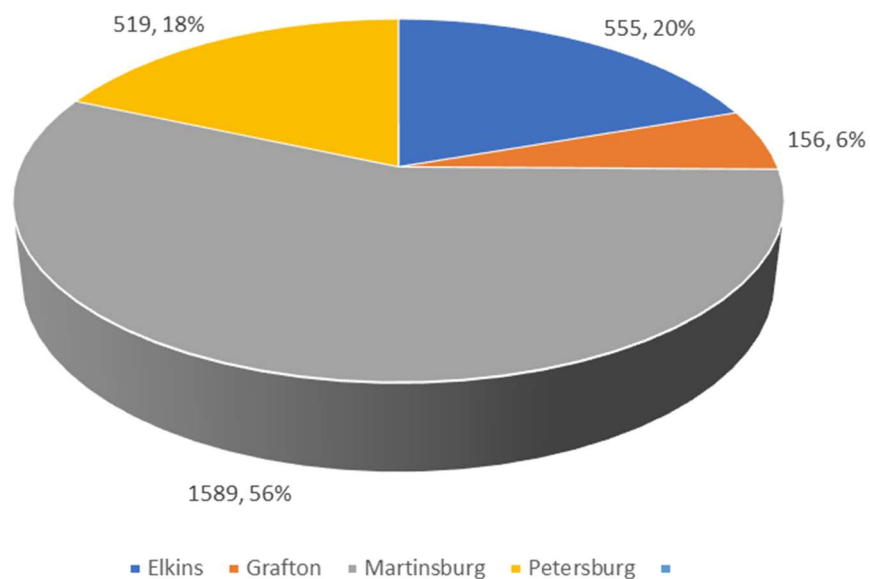
TOTAL NUMBER OF CHILD CARE PROVIDER PAYMENTS PROCESSED – 4,453

TOTAL DOLLAR AMOUNT OF PAYMENTS PROCESSED - \$21,323,649.02

NUMBER OF NEW APPLICATIONS FOR CHILD CARE SUBSIDY ASSISTANCE

Elkins:	555
Grafton:	156
Martinsburg:	1589
Petersburg:	519
Total for the Region:	2819

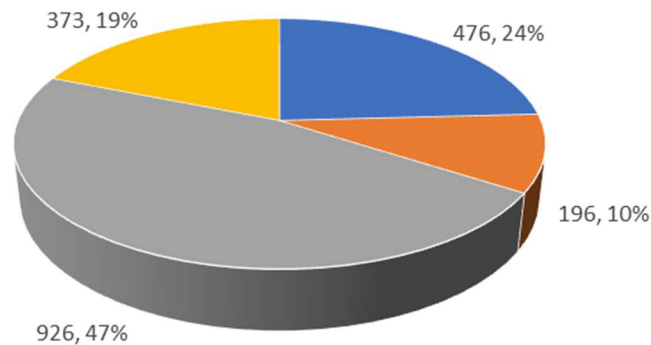
NUMBER OF NEW APPLICATIONS FOR CHILD CARE SUBSIDY ASSISTANCE



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

Elkins office (Lewis, Randolph & Upshur counties):	476
Grafton office (Barbour, Preston & Taylor counties):	196
Martinsburg office (Berkeley, Jefferson & Morgan counties):	926
Petersburg office (Grant, Hampshire, Hardy, Mineral, Pendleton, Tucker counties):	373
Total for Region 5:	1971

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



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

PROVIDER RECRUITMENT

The Provider Recruitment & Retention Committee (PRRC) worked on several projects during 2025 including the following:

- Targeted newspaper ads were placed in twelve local publications.
- Digital banners were included in many publications that directed the reader to MountainHeart Child Care Resource and Referral Region 5's website.
- WV NEWS (covering 5 counties) included a targeted digital ad that showed on various apps and websites.
- A televised interview was recorded and aired on WBOY's 304 Today segment.



- Presentations were completed at Blue Ridge Community & Technical College's ECE 235 class and Pendleton County Family Support Center's Grounds for Discussion monthly meeting.
- The PRRC completed marketing training and updated materials to incorporate best practices and consistent branding.
- New flyers were shared in community meetings, outreach events, and by hand.
- New Provider Information Sessions were held at local Family Support Centers.
- PRRC members participated in the Strawberry Festival Junior Royalty parade.
- Participated in community needs assessments.

- Attended Upshur County Small Business Development Center’s events.
- Created a list of available business resources for new and current childcare providers.

The Provider Support Specialist assisted an average of 15 potential childcare providers and 14 current childcare providers per month with the WV CARES process. There were 183 potential childcare providers and 170 current providers who obtained assistance with WV CARES throughout 2025.

PROVIDER SUPPORT SPECIALIST RECRUITMENT EFFORTS	
Average monthly number of potential child care providers receiving assistance with the WV CARES process in 2025:	18
Number of individuals attending provider orientation in 2025:	84
Number of individuals attending payment training in 2025:	22
Number of people who opened as a child care provider in 2025:	34

PROFESSIONAL DEVELOPMENT

Virtual Trainings 2025:	97
In-Person Trainings 2025:	95
Total Trainings 2025:	192

TOTAL NUMBER OF CHILD CARE TRAINING CERTIFICATES ISSUED	
Total Number of Training Certificates Issued 2025:	958

After-school Summer Learning Summit:

An Afterschool Summer Learning Summit was held on May 31, 2025, in Jefferson County. This event was designed for providers working with school-aged children. Providers received 6 hours of STARS training credit, hands-on learning activities, and a variety of free resources to take back to their programs. Twenty-five providers were in attendance.



Child Care Provider Conference:

A childcare provider conference was held at Canaan Valley Resort on April 5, 2025. The conference was titled "Social/Emotional University" and focused on supporting Social/Emotional Development from Birth - School Age. Fifty-three providers, representing 13 of our 15 counties, were in attendance. Attendees received 7.5 hours of STARS credit, a variety of resources to support the sessions, and multiple chances to win larger door prizes.



HEALTH & SAFETY GRANTS

The CCR&R agency should oversee the distribution of grant funds to family childcare providers and family childcare 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 childcare homes and family childcare 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:	139

TOTAL DOLLAR AMOUNT OF H&S GRANTS

Total Dollar amount of Heath & Safety Grants:	\$49,366.11
Total Dollar amount of Heath & Safety Items Provided to Regulatory Specialists:	\$23,077.40
Total Dollar Amount of Health and Safety Grants and Health and Safety Items:	\$72,443.51

NUMBER OF ENHANCEMENT GRANTS AWARDED TO CHILD CARE PROVIDERS

MountainHeart CCR&R Region V utilized funds for the following enhancement grants for childcare providers:

- Provide Playground Grants to childcare providers who successfully submitted grant applications
- Provide Tiered Reimbursement stipends to childcare providers who achieved or maintained Tier II or III status
- Provide travel stipends to childcare providers attending the Family Child Care Summit
- Provide travel stipends for childcare providers who attended the Child Care Director's Retreat and

- Provide travel stipends for childcare providers who attended the CCR&R Region 5 Provider conference

ENHANCEMENT GRANTS AWARDED		
Grant Name	Number Awarded	Funds Awarded
Playground Grant	49	\$281,730.52
Tiered Reimbursement Stipends	10	\$33,000.00
Family Child Care Summit Travel Stipend	20	\$3,613.10
Director's Retreat travel Stipend	3	\$1,782.75
Provider Conference Travel Stipend	49	\$6,449.00
Enhancement Grant	131	\$326,575.37

Total Number of Health & Safety Grants and Enhancement Grants Awarded in 2025	270	\$398,998.88
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Tier II and III Stipend Checks

Childcare providers designated as Tier II or Tier III were each awarded a stipend check for their commitment to upholding enhanced standards. In CCR&R Region 5, we have one childcare center classified as a Tier III center. The region also has six childcare centers, two childcare facilities, and one family childcare home that achieved Tier II status.



LIST OF COMMUNITY OUTREACH EVENTS – CCR&R REGION V



Barbour: (9)

- Barbour County Provider Appreciation Proclamation
- Ladies Only Clothing Giveaway
- Mobile Pantry
- For the Fella Clothing Community Event
- Bounce Back to School
- Child Closet Clothing Giveaway
- NCWV Home Visitation Early Childhood Collaborative
- Barbour County Fair Education Day
- Barbour County Baby Shower

Berkeley: (16)

- Transition & Resource Fair
- Monarch FSC Pop-Up Event
- James Ramsey Technical Institute Career Day
- Annual Baby EXPO
- Community Day - Berkeley County Sheriff's Office
- Eagle School Intermediate Resource Fair
- Martinsburg Initiative Baby Shower
- Baby Day - Diaper Bags to Catholic Charities
- Baby Day - Diaper Bags to WIC
- Kids' Community Fun Day
- Blessing Closet Back to School Giveaway
- Berkeley Springs Back to School Event
- Loving Our Community Job Fair
- Martinsburg Provider Round Table
- Martinsburg Provider Round Table #2
- WIC Office Pop-up Event

Grant: (10)

- Grant County Provider Appreciation Proclamation
- Eastern Action Open House Round Table
- Baby Day – Diaper Bags to WIC
- Roll & Read Event
- It Takes A Community Meeting
- Back to School Bash
- Grant County Baby Shower
- Roll and Read #2
- Petersburg Provider Round Table
- Haunted House and Trunk or Treat event

Hampshire: (8)

- Hampshire County Provider Information Session
- Hampshire County Baby Shower
- Hampshire County Community Round Table Meeting
- Hampshire County Provider Appreciation Proclamation
- Baby Day - Diaper Bags to WIC
- Roll & Read Event
- Hampshire County Baby Shower
- Food Giveaway and Resource Event

Hardy: (6)

- Brighton Park Child Abuse Awareness Event
- Hardy County Provider Appreciation Proclamation
- ELL End of the Year Picnic
- Eastern Health Resource Fair
- Resource Fair and Food Give Away
- The Fall 2025 Community Job Fair

Jefferson: (5)

- Blue Ridge Arts & Crafts Festival
- Jefferson Provider Appreciation Proclamation
- Health and Wellness Event
- Baby Day - Diaper Bags to WIC
- LOC Community Job Fair

Lewis: (9)

- Child Abuse Awareness Proclamation
- Lewis County Provider Appreciation Proclamation
- Baby Day - Diaper Bags to WIC

- Play in the Park Event
- Jane Lew Elementary Open House Event
- Roanoke Elementary Open House
- Lewis County Block Party
- Lewis County Baby Shower
- Safety Day - Stonewall Jackson Memorial event

Mineral: (5)

- Community Collaborative Meeting
- Mineral County Provider Appreciation Proclamation
- Baby Day - Diaper Bags to WIC
- Mineral County Child and Family EXPO
- Food Giveaway and Resource Event

Morgan: (10)

- PIP Breakfast Child Abuse Awareness
- Paw Paw Resource Fair
- Morgan County Provider Appreciation Proclamation
- Morgan County Baby Shower
- Baby Day - Diaper Bags to WIC
- 2025 Morgan County EXPO
- Paw Paw Block Party
- Paw Paw Fall Festival
- Paw Paw Resource Fair and Trunk or Treat
- Roll and Read

Pendleton: (8)

- Hero Day/Resource Fair
- Pendleton County Provider Appreciation Proclamation
- Pendleton County Baby Shower
- Franklin Pool Day
- Baby Day - Diaper Bags to WIC
- Pendleton County POP Up event (FSC)
- Pendleton Co Middle/High School Back to School Event
- Pendleton County Family Safety Day

Preston: (10)

- Preston County Stakeholders meeting
- Reedsville Health Fair
- Preston County Baby Shower
- Preston Provider Appreciation Proclamation

- Family Fun EXPO
- Central Preston Middle School Career Fair
- Summer Kickoff Resource Fair
- Baby Day - Diaper Bags to WIC
- Preston County Resource Fair
- Back to School Bash

Randolph: (13)

- Randolph County Job Fair
- Randolph County Provider Appreciation Proclamation
- Randolph County Baby Shower
- Randolph County Birth to Three Event
- Baby Day - Diaper Bags to WIC
- Back to School Community Fun Day
- Randolph County Fair
- Davis & Elkins College Community Fair
- Harman Elementary Career Fair
- Elkins Provider Round Table
- Mill Creek Trunk or Treat
- Randolph County Baby Pantry
- Christmas Kickoff Event

Taylor: (6)

- Grafton High School Career Fair
- Taylor County Provider Appreciation Proclamation
- Family Fun Night
- Taylor County Collaborative meeting
- Taylor County Baby Shower
- Grafton Provider Round Table

Tucker: (7)

- Early Childhood Festival
- Tucker County Provider Appreciation Proclamation
- Tucker County Baby Shower
- Baby Day - Diaper Bags to WIC
- St. George Clinic Patient Appreciation Event
- Tucker County Fair
- Parsons Days

Upshur: (13)

- Community Resource Fair
- Upshur County High School Career Fair
- Child Abuse Prevention Proclamation
- Upshur County Baby Shower
- Upshur Provider Appreciation Proclamation
- Junior Royalty Strawberry Festival Parade
- Spring Fling
- Baby Day - Diaper Bags to WIC
- Baby Day - Diaper Bags to Central WV Center for Pregnancy Care
- Upshur County Homeless Housing Coalition Meeting
- Upshur County National Night Out
- Upshur County High School Career Fair
- Kids Day Event

Other: (4)

- NCAF Conference: Washington, DC
- Child Care Day at the Legislature: Charleston, WV
- Elevate Health and Wellness Event: Harrison County, WV
- Great Beginnings conference: Monongalia County, WV

Total number of community events:	139
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List of In-House PR Events & Information for Families, Providers, & the Public
Region V**January:**

- Welcome Winter – Hand sanitizer, Car window ice scraper, Chapstick, Water bottles

February:

- American Heart Health – Stress reliever hearts, Pens, Informational magnets
- Black History Month – Activity books, Pencils, Bracelets, Informational bookmarks
- Random Acts of Kindness – Coloring kits, Bracelets, Pencils, Bookmarks

March:

- Oral Health Month – Kids oral health activity books, Dental floss, toothpaste/Toothbrush kit
- Plant a Flower Day – Packets of wildflower seeds
- Read Across America – Reading water bottles, Reading bracelets, Reading pencils, Reading bookmarks, Books

April:

- Child Abuse Prevention Month – Prevention notebooks, Pinwheels, Lapel pins, Drinking bottles, Pens, Bracelets
- Earth Day – Squishy globes
- Stress Awareness Month – Stress free coloring book, Kids stress free coloring book, Colored pencils, Stress free tips magnet
- Week of the Young Child – Coloring Books, crayons

May:

- Mental Health Month – Informational magnet, Fidget ball, Positivity magnet, Stress free coloring book, Slinky
- Provider Appreciation Day – Pens, Water bottles, Flashlights
- Community Action Month – Newsletter, Brochure regarding free lunches, Free food bags

June:

- Juneteenth – Lapel pins, Juneteenth activity books
- WV Day – Coloring pages, WV exploring ideas list
- Summer Safety Tips – Summer safety packet, Summer coloring pages, Sand buckets, Chalk, Flashlight, Tumbler

July:

- Social Wellness Month – Social wellness handout, Stress reliever balls, Coloring books, Informational magnets, Pencils, Pens, Notepads
- Summertime – Bubbles, Slinkys, Water bottles, Flashlights, Summer safety handouts
- 4th of July – Sunglasses, Pinwheels

August:

- Back To School – Attendance brochures, Safety at School brochures, Tumblers, Pencil stress relievers, Pens, Journals, Coloring book, Crayon/Colored pencil duo, Food dividers, Salad shakers, Lunchboxes, Flashlights, Notebooks, Circle throw game, Lip balm

September:

- Suicide Prevention Month – Bear bags that were filled with the following: Adult coloring books, Child coloring books, Pens, Fidgets, Social media brochure, Inspiring words pencil, Mental health booklet, Stress reliever magnet, Stickers, Notepads
- National Preparedness Month – LED light alarms, Mini first aid kit, Car safety tools

October:

- Fire Safety Month – Fire safety coloring book/Activity books, Smoke alarm magnets
- National Cyber Security Month – Protect yourself against scammers brochure
- Welcome Fall – Soup mugs, Chapstick, Pens, Journals, Kids coloring books

November:

- Get Ready for Cooler Weather – Soup cups, Gloves, Toboggans, Chapstick, Measuring tape and carabiner, Car tool

December:

- Winter Wellness – Lip balm, Coloring books, Toboggans, Fidgets, Stuffed bears, Winter wellness handout

Total Number of In-House Events: 28**Events:****Child Care Provider Appreciation Day (May):**

Provider Appreciation Day cards were mailed to all childcare providers in our 15-county region to express our appreciation. They received Provider Appreciation flags to advertise their businesses.

We also provided Summer Safety Bags that were given to childcare providers who visited our offices in June. Each Summer Safety Bag holds a variety of items including a tote bag, umbrella, first aid kit, 2 summer informational brochures, portable fan and a water bottle.

Provider Appreciation Day Proclamations

May 9th was officially designated as Provider Appreciation Day. Stephanie Hoover, our Provider Engagement Specialist, collaborated with the County Commissioners' offices to issue Provider Proclamations declaring May 9th as Provider Appreciation Day across our 15 counties.

All providers were invited and encouraged to attend these significant events, which were aimed at honoring their vital contributions. It was an opportunity to express our gratitude to our childcare providers and for them to be recognized by community leaders and members.



Lewis County



Hardy County



Upshur County



Tucker County

Resource items given to clients and their children (August, September, October):

Clients and their children were provided with light-up swords, Light-up flowers, stuffed bears and various informational brochures including services provided by MountainHeart.

Child Care Provider Roundtable Meetings:

In July and October 2025, Kimberly Perrine, Assistance Program Director, and Stephanie Hoover, Provider Engagement Specialist, facilitated Provider Roundtable meetings at our four office locations, with office supervisors also participating.

There were 18 providers in attendance for our July meetings and 38 providers in attendance for our October meetings.

These meetings served as an excellent opportunity for providers to connect with staff members, voice concerns and questions, and collaborate on troubleshooting with both staff and fellow providers, as well as network with other childcare providers.

Additionally, we distributed health and safety items, art supplies, and books for the childcare businesses. The meetings were highly successful, as many questions and concerns were addressed, leading to the establishment of valuable relationships among childcare providers. The feedback from attendees was positive, underscoring the importance of these gatherings in fostering a supportive community.

Providers expressed appreciation for the opportunity to learn from each other's experiences and gain insight into best practices for enhancing the care they deliver.

The Provider Roundtable Meetings have proven to be a vital component in strengthening the network of childcare providers. By continuing to offer these collaborative forums, we aim to support the growth and development of providers, ultimately improving the quality of care for children in our community. We look forward to future meetings and the continued engagement of our dedicated childcare providers.

Child Care Day at the WV Legislature

Child Care Day at the WV Legislature was hosted by the West Virginia Association for Young Children on April 8, 2025. West Virginia childcare providers had the opportunity to speak with their local representatives about the importance of childcare. MountainHeart CCR&R team members attended to answer questions about the services and programs that MountainHeart offers.



"Our Town" Scarecrow Decorating Event:

Elkins MountainHeart office took part in the "Our Town" Scarecrow Decorating event. The "Our Town" initiative invited local organizations, businesses, and individuals to embellish a provided scarecrow which was showcased in downtown Elkins during September and October. These creative displays were showcased during the highly anticipated Mountain State Forest Festival.



Visiting United States Legislators:

While attending the National Community Action Foundation conference in Washington, DC, the MountainHeart team visited our representatives in the U.S. House of Representatives and Congress.



Success Story

Little's Daycare Success Story:

Over the past several years, our center has experienced tremendous growth and transformation. What began as a small program with just three classrooms has now expanded to six! As part of this growth, we have knocked down walls, painted, added additional bathrooms, and made numerous improvements throughout our building to better serve our families. Our enrollment has also increased significantly from caring for 30 children each day to serving 52 a day. A reflection of how both our center and our community have grown together. Our infant program has expanded as well, growing from four infants to twelve. This growth inspired one of our proudest accomplishments this year - the creation of a brand-new infant playground. Our previous playground surface of small pebble rocks was not safe for our youngest children, but through a grant we received this summer, we were able to design and build a safe, age-appropriate outdoor space where our infants can explore and play freely. Inside our center, we are also in the process of creating a large mural in the middle of the building that will represent each of our classrooms - a meaningful way to celebrate the identity, spirit, and growth of our program.

Our staff has continued to make significant professional progress as well. Many of our teachers have attended conferences, completed ACDS courses, and earned new certifications to enhance the quality of care and education we provide.

We are proud to be the only licensed childcare center in our town, and our small community truly depends on us to provide reliable, high-quality care for their children. Knowing the important role, we play in supporting local families continues to motivate us to grow, learn, and improve every day.

We are incredibly grateful for the ongoing support of TRAILS, whose partnership has played a big part in our success. TRAILS has been such a wonderful and useful resource for our center - from offering helpful trainings and providing new toys and materials for us to rotate in and out of classrooms, and important information about opportunities such as the grant we received. Their guidance and continued support have directly contributed to our ability to enhance our program and maintain a high standard of care. Their ongoing support has made a real difference in our ability to continue improving the quality of care and learning experiences we offer.

As we look ahead, we are excited about the possibility of opening another center in the future. We are proud of how far we've come and deeply appreciative of the encouragement and resources that have helped us along the way.

Thank you, TRAILS, for supporting childcare providers who are making a lasting difference in the lives of children and families every day. We are honored to be part of such a caring community and remain committed to providing a safe, loving, and enriching environment for all children to learn and grow.

Sincerely,
Littles Daycare



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

The Information System Report was prepared and submitted by:
Willetta Bolinger, Program Director, MountainHeart Child Care Resource & Referral Region V with
assistance from Michael Stafford, IT Coordinator



**Annual Report
Child Care Resource and
Referral Program
MountainHeart Region VI
January ~ December 2025**



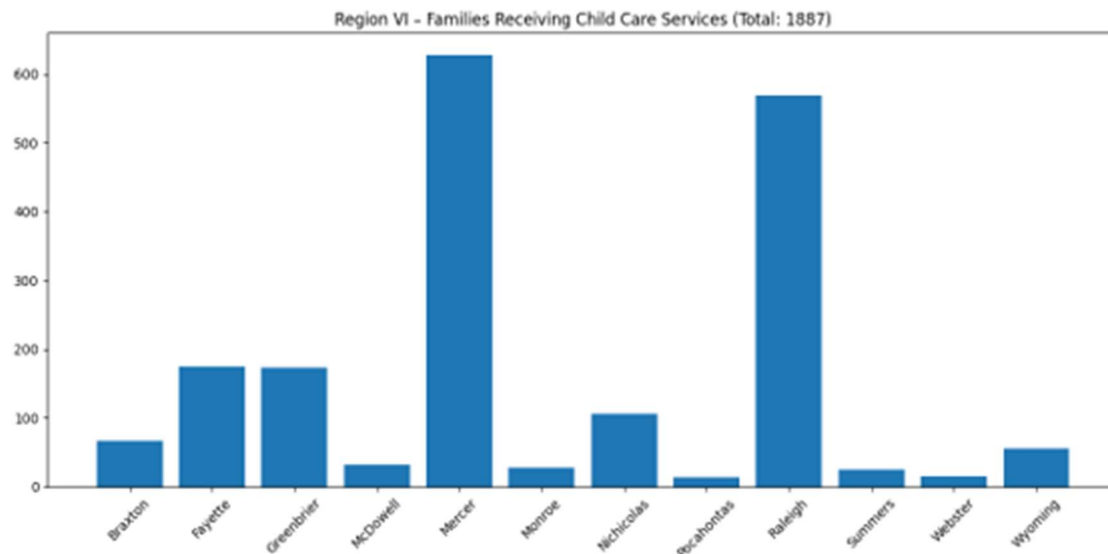
Introduction:

The Child Care Resource and Referral Program assist eligible parents who work, are looking for work, or who attend training or school with childcare subsidy assistance. We educate consumers on selecting quality childcare and provide referrals. The CCR&R Program provides training, technical assistance, networking opportunities and resources for childcare providers. In addition, to create awareness of the CCR&R Program, staff participate in numerous community events and develop partnerships with other early learning entities and agencies.

The following report contains data, statistics and community event information from January 2025 ~ December 2025 for the Region VI Child Care Resource and Referral Program.

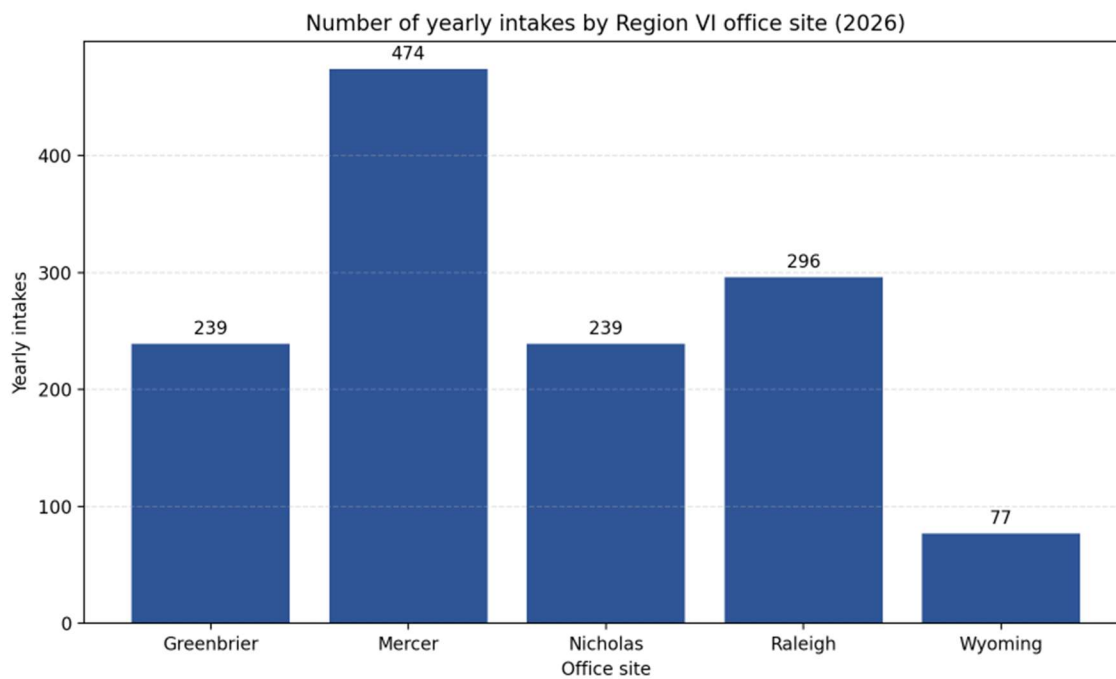
Region VI – Families Receiving Child Care Services

County	Families Served
Braxton	67
Fayette	174
Greenbrier	173
McDowell	32
Mercer	628
Monroe	28
Nicholas	106
Pocahontas	14
Raleigh	569
Summers	25
Webster	15
Wyoming	56
Total	1887



Region VI – Child Care Application Intakes Report

Office site	Yearly intakes
Greenbrier	239
Mercer	474
Nicholas	239
Raleigh	296
Wyoming	77
Total	1325

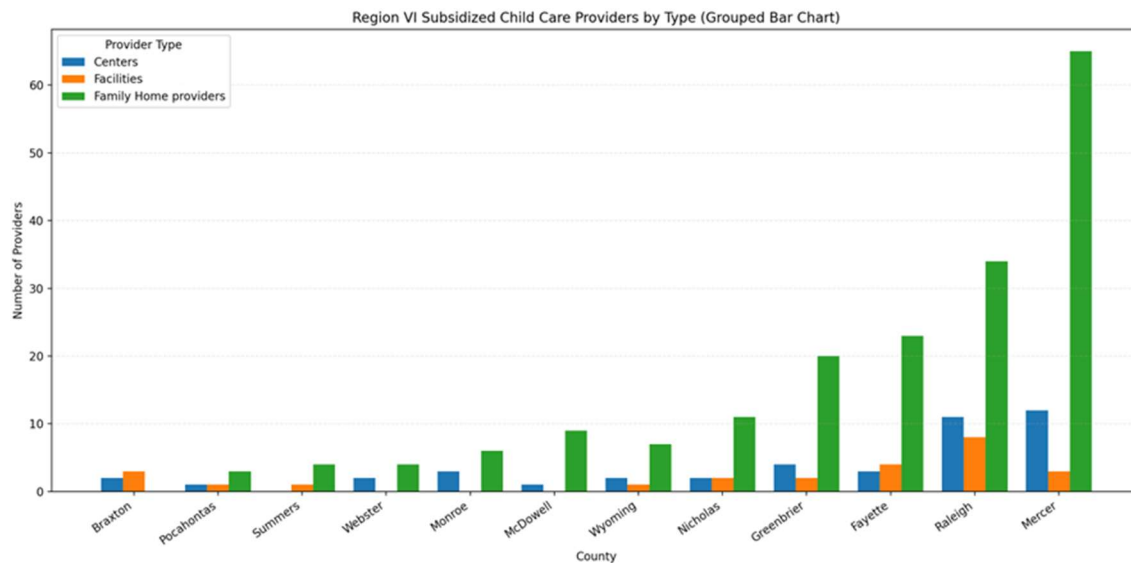


Region VI - Total Number of Subsidized Child Care Providers by County– All Provider Types

County	Providers
Braxton	7
Fayette	30
Greenbrier	31
McDowell	10
Mercer	86
Monroe	9
Nicholas	15
Pocahontas	6
Raleigh	53
Summers	7
Webster	6
Wyoming	10
Total	270

Region VI – Child Care Providers broken down by type

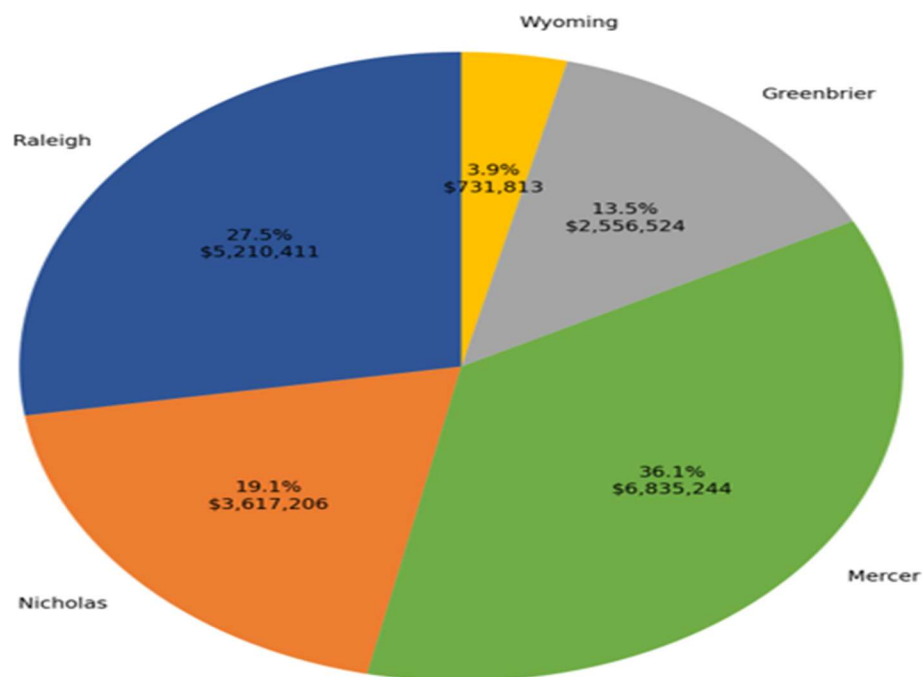
County	Centers	Facilities	Family Home Providers
Braxton	2	3	0
Fayette	3	4	23
Greenbrier	4	2	20
McDowell	1	0	9
Mercer	12	3	65
Monroe	3	0	6
Nicholas	2	2	11
Pocahontas	1	1	3
Raleigh	11	8	34
Summers	0	1	4
Webster	2	0	4
Wyoming	2	1	7
Total	43	25	186



Region VI – Total Dollar amount of payments processed for all Child Care Providers

County	Amount
Raleigh	\$5,210,411.00
Nicholas	\$3,617,205.75
Mercer	\$6,835,243.45
Greenbrier	\$2,556,524.00
Wyoming	\$731,812.75
Total	\$18,951,196.95

Distribution of Amounts by County





Child Care Provider Programs may apply for Tier II or Tier III reimbursement rates if specific higher quality standards are met. MountainHeart Region VI currently has a total of seven Tier II Programs, and three Tier III Programs. The Tier II Programs consist of four Family Homes, one Facility and three Centers, and the Tier III Programs consist of three Centers.

Tier II Homes

Mercer 2

Greenbrier 1

Raleigh 1

Tier II Facilities

Raleigh 1

Tier II Centers

Braxton 1

Mercer 1

Tier III Centers

Fayette 1

Monroe 1

Nicholas 1

Region VI - Provider Engagement/Support Specialist Report

Number of provider recruitment events held in 2025 by county:

County	Number of Events	Number of Participants
Fayette	0	0
Greenbrier	1	13
McDowell	0	0
Mercer	3	160
Monroe	0	0
Nicholas	3	12
Pocahontas	0	0
Raleigh	1	75
Summers	0	0
Webster	1	80
Wyoming	0	0
Braxton	0	0

The PE/SS attends a monthly virtual job fair through Workforce WV: She has had 200 participants logon through her kiosk, and has recruited 8 since starting this monthly event in April 2025

Provider Orientations held in 2025 by county:

County	Number of Provider attending orientation	Number of Providers that Opened in each county
Fayette	4	3
Greenbrier	12	4
McDowell	2	2
Mercer	48	15
Monroe	1	0
Nicholas	10	2
Pocahontas	1	0
Raleigh	59	20
Summers	1	1
Webster	1	1
Wyoming	3	2
Braxton	1	0

Total number of new childcare providers in 2025: 50

Total number of Providers helped through WV CARES in 2025: 79

Number of Health and Safety Grants awarded in each county in 2025



County	Health and Safety Grants
Fayette	11
Greenbrier	8
McDowell	0
Mercer	9
Monroe	1
Nicholas	4
Pocahontas	1
Raleigh	13
Summers	4
Webster	2
Wyoming	1
Braxton	0

Total number of Grants approved of 54

Region VI - Professional Development Training Report

The CCR&R Professional Development Team consists of the Professional Development Team Supervisor, two Early Childhood Specialists, one Child Care Coaching Specialists, two Infant Toddler Specialists, one Infant Toddler Coaching Specialists, two TRAILS Early Childhood Specialists, two TRAILS Early Childhood Associates, two Behavior Consultants, and one Quality Improvement Specialist.

Training Report

1. Virtual Provider Trainings

Number of Virtual Provider Trainings: 10

Number of Child Care Providers Receiving Training: 192

- Mind in the Making: 7 participants
- WVIT-R 12 Module Series: 41 participants
- Building Strong Foundations (Infant/Toddler 3 modules): 6 participants
- ITPBIS Module Series (5 sessions): 8 participants
- FCCPBIS Module Series (3 sessions): 2 participants
- Pre-K Early Learning Standards Framework Module Series: 6 participants
- Emergency Preparedness: 41 participants
- Family Child Care Positive Behavior Intervention Support: 1 participant
- ECPBIS Early Childhood Positive Behavior Support Module Series: 1 participant
- The Growing Brain: 43 participants
- Infant Toddler PBIS (ITPBIS) Module Series: 3 participants
- WVIT I-R Admin: 11 participants
- WVIT II: 4 participants
- WVIT II Admin: 7 participants
- WVELSF's IT: 5 participants
- WVELSF – Early Learning Standards Framework: 6 participants

2. Specialized Trainings

Total Trainings: 12

Total Providers: 59

- A Different Way of Seeing Autism: 6 participants
- Putting It Together and Putting It into Practice: 8 participants
- Understanding ACEs: 8 participants
- Shakin Baby: 3 participants
- High Scope Curriculum Training: 31 participants
- Quality Through Collaborations: 3 participants

3. Conference Trainings

Number of Trainings Presented: 5

Total Attendance: 118

- Afterschool Summit: 11 participants
- Celebrating All Children: Strategies, Support, Success: 52 participants
- Leaders in the Making – Celebrating Connections (Charleston): 33 participants
- Bring in the Families – Celebrating Connections (Charleston): 10 participants
- Great Beginnings: 12 participants

4. Face-to-Face Provider Trainings

Number of Face-to-Face Trainings: 66

Number of Child Care Providers Receiving Training: 247

- Powerful Interactions: 3 participants
- High Scope Curriculum Training: 31 participants
- Intro to High Scope: 9 participants
- Quality Through Collaborations: 4 participants
- Flip It: 4 participants
- What is DAP: 5 participants
- All About the Environmental Rating Scales: 21 participants
- A Different Way of Seeing Autism: 6 participants
- Creative Curriculum Unboxed: Preschool Environments: 15 participants
- Intentional Planning with High Scope: 6 participants

- Summer Art Training: 11 participants
- Autism – Putting the Pieces Together: 11 participants
- Little Eyes, Big Insights: 1 participant
- Enhancing Purposeful Play: 1 participant
- Creative Curriculum Preschool Overview: 15 participants
- Back to the Basics: 18 participants
- Sensory Needs in Children and Behavior: 1 participant
- Putting It All Together and Into Practice: 20 participants
- WVIT-2 Professional Development (10 Module Series): 4 participants
- Supporting Language Development in Infants and Toddlers: 3 participants
- ITERS-3 Infant Toddler Environmental Rating Scale: 10 participants
- STEM, STEAM, STREAM: 13 participants
- Spreading HOPE: 4 participants
- Masterpieces in Motion: 1 participant
- Pre-K Early Learning Standards Framework Module Series: 6 participants
- Outside the Box Thinking for Outside the Box Behaviors: 14 participants
- Cozy Corners and Sensory Supports: 10 participants

T.R.I.P. Team Monthly Provider Contacts Report

Summary of in-home and facility provider contacts by month and county.

1. Background

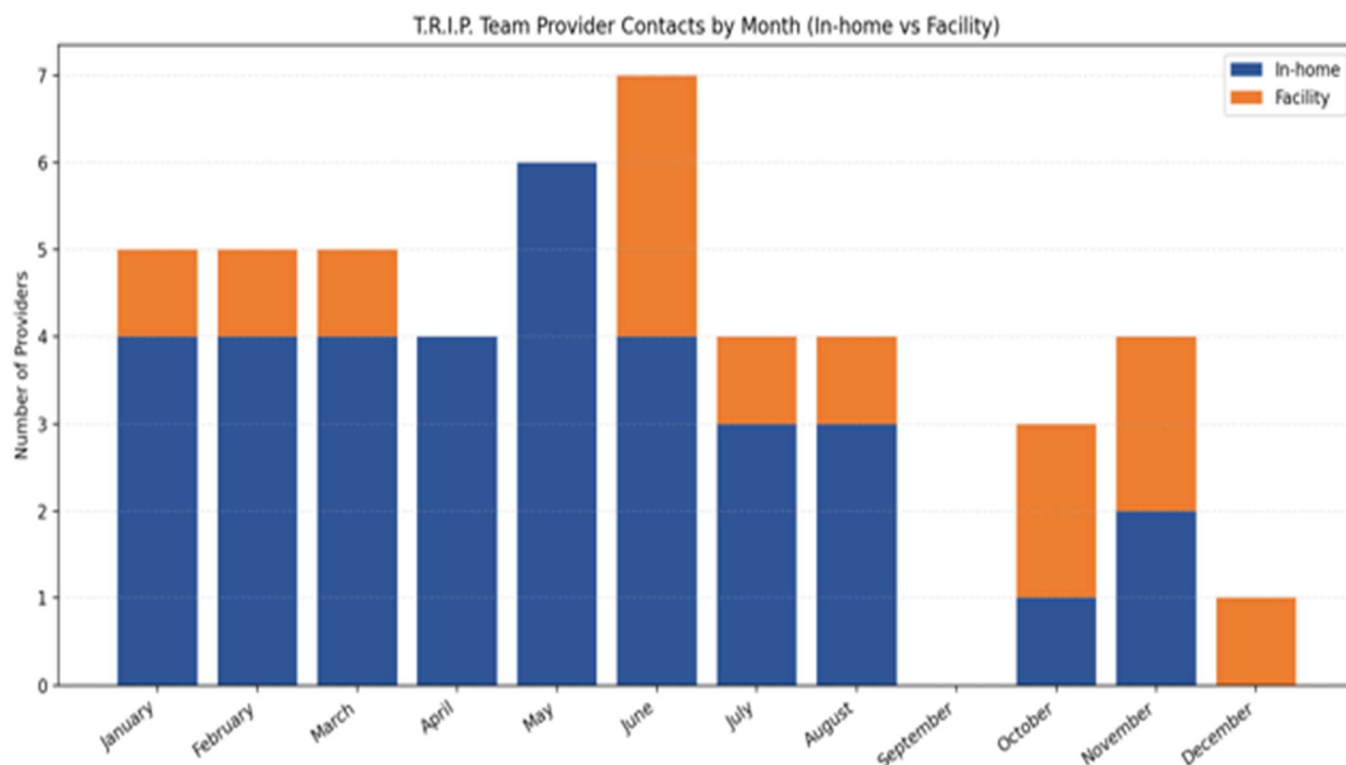
The T.R.I.P. Team consists of the TRAILS Early Childhood Specialist and Associate, Infant Toddler Specialists, I/T Coaching Specialist, and the PD Team Supervisor. This report summarizes monthly provider contacts by county, including the delivery setting (in-home vs facility). September is recorded as a Travel Freeze month with no contacts.

2. Executive Summary

- Total provider contacts recorded: 48 (In-home: 35; Facility: 13).
- Highest monthly volume occurred in June with 7 total contacts.
- September reflects a Travel Freeze and is shown as 0 activity.

3. Monthly Activity (Chart)

Figure 1. Monthly provider contacts by setting (in-home vs facility).



4. Summary Tables

Table 1. Monthly totals (all counties combined).

Month	In-home	Facility	Total
January	4	1	5
February	4	1	5
March	4	1	5
April	4	0	4
May	6	0	6
June	4	3	7
July	3	1	4
August	3	1	4
September	0	0	0
October	1	2	3
November	2	2	4
December	0	1	1
Grand Total	35	13	48

Table 2. County totals (all months combined).

County	In-home	Facility	Total
Greenbrier	9	3	12
Mercer	10	0	10
Fayette	5	4	9
Nicholas	5	3	8
Raleigh	3	3	6
Wyoming	3	0	3

5. Detailed Activity (Grid Table)

Table 3. Monthly detail by county and setting.

Month	County	In-home	Facility	Total
January	Mercer	2	0	2
January	Nicholas	2	1	3
February	Mercer	2	0	2
February	Nicholas	2	1	3
March	Greenbrier	2	1	3
March	Mercer	2	0	2
April	Greenbrier	2	0	2
April	Wyoming	2	0	2
May	Greenbrier	4	0	4
May	Mercer	2	0	2
June	Greenbrier	1	2	3
June	Raleigh	3	1	4
July	Mercer	2	0	2
July	Nicholas	1	1	2
August	Fayette	2	1	3
August	Wyoming	1	0	1
September	Travel Freeze	0	0	0
October	Fayette	1	2	3
November	Fayette	2	1	3
November	Raleigh	0	1	1
December	Raleigh	0	1	1

6. Notes

- Counts are based on the monthly/county entries provided and represent provider contacts recorded for each month.
- September is included as a Travel Freeze month with no recorded contacts.

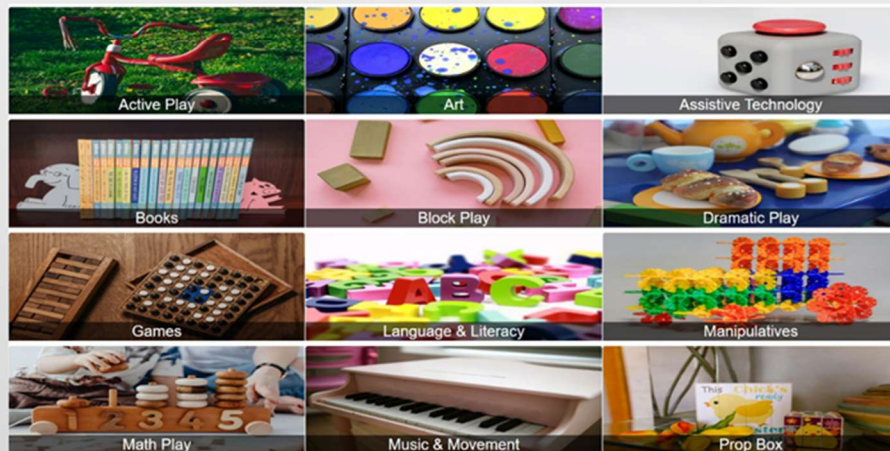
Soutron



SOUTRON is our new Information Management System used by TRAILS to track inventory.

Providers can log onto the website, search the domain of their choice, and request item(s) they are interested in.

Rotations are typically between 4-6 weeks. Providers can either request new items or renew an item already in their possession.



Soutron is a wonderful resource that TRAILS utilizes to catalog our inventory and introduce our full collection of resources to our providers. Using Soutron enables our providers to take time to conveniently search our entire inventory by domain or age allowing them to customize their teaching materials to their needs. By taking advantage of this technology, we are able to provide personalized resources that best support our providers and the children in their care.





Childcare Providers are also eligible to apply for WV Child Care Credentialing and are required to complete a professional portfolio. Congratulations go to Dianna Pierson of Friends-R-Fun Child Care Center and Aimee Gwinn, owner of Aimee Gwinn's Facility. Also receiving the credentialing are Renee Mullins, Velvet Dowdy, Jessica Chambers of Lit Britches Child Care (not pictured). All submitted the required material and completed the extra professional Development sessions and earned their General Child Care Credentialing Certification.





WV Breastfeeding Friendly Child Care Designation (BFCCD) Initiative

It is a voluntary program supporting breastfeeding in licensed/registered WV childcare facilities/centers. It requires meeting 10 standards—including creating policies, staff training, and proper milk storage—to help normalize breastfeeding. Participating in childcare providers can receive resources, support, and potential monetary incentives.

Key details of the initiative:

Purpose: To promote breastfeeding-friendly environments, normalize breastfeeding, and support working mothers.

Target Audience: Licensed childcare centers, registered facilities, and family childcare providers.

10 Steps to Designation:

- Establish a supportive written policy.
- Train staff on breastfeeding support.
- Provide education and resources to families.
- Normalize breastfeeding through materials and play.
- Ensure proper storage and handling of breastmilk.
- Provide a dedicated, comfortable space for breastfeeding/pumping.
- Support staff who are breastfeeding.
- Create individualized feeding plans for infants.
- Connect with local breastfeeding support resources.
- Engage in ongoing professional development regarding lactation.

MountainHeart had 3 separate Facilities/Centers to complete the 10 Step process. In recognition of this achievement each facility/center was awarded a check.

We're excited to recognize Amber Comer, who has successfully completed the 10-step process for the Breastfeeding Friendly Child Care Designation (BFCCD). Her dedication ensures that both families and staff at Lively Little Ones now have access to a designated breastfeeding area within the facility that offers a supportive, welcoming environment. In recognition of this important achievement, the facility has been awarded a \$750 check.



We are proud to announce that Lewisburg Childcare Center has successfully completed the 10-step process for the Breastfeeding Friendly Child Care Designation (BFCCD). Thanks to their dedication, families and staff at Lewisburg Childcare Center now have access to a designated breastfeeding area within the center—supporting a healthier, more inclusive environment for children and caregivers alike. In recognition of this achievement, the center has received a \$1,000 check.



We're excited to recognize Danielle Roland, who has successfully completed the 10-step process for the Breastfeeding Friendly Child Care Designation (BFCCD). Her dedication ensures that both families and staff at Safe Haven Child Care now have access to a designated breastfeeding area within the facility that offers a supportive, welcoming environment. In recognition of this important achievement, the facility has been awarded a \$750 check.



Celebrating All Children: Strategies, Support, Success!

To celebrate Provider Appreciation month, MountainHeart Community Services, Inc. hosted "Celebrating All Children: Strategies, Support, Success!" at New River Convention Center on May 3rd. We had an incredible time bringing together 52 passionate professionals dedicated to early intervention and inclusion.

Child Care Providers in attendance learned the significance of early intervention and inclusion, as well as how creating connections can enhance children's intellectual, social, emotional, and physical growth. This involves ensuring that every individual, regardless of their background, identity, or abilities, feels appreciated, respected, and empowered to participate fully. All Child Care providers received a tote filled with resource items including anti-anxiety fidgets, diverse abilities toy figure set, indestructible books, sensory mats and balls, express your feelings sensory bottles, see my feelings mirror, color changing mindfulness guided breathing light, exploring emotions card game and "Inclusion Includes Us" and "Celebrate Our Differences" books.

Highlights:

- Keynote Speaker: Tammy Fleshman inspired us with her talk on empowering every child through early intervention and inclusive practices.
- Breakout Sessions: Participants chose from insightful sessions on developmental screening, the power of inclusion in childcare, inclusive after school programs, and implementing inclusive practices in education.
- Interactive Workshops: Engaging sessions on understanding behaviors and adapting play with TRAILS resources provided hands-on learning experiences.

Thank you to all the amazing speakers and participants for making this event a success! Together, we're building a more inclusive and supportive environment for all children.

Click the link below to view the video https://mountainheartco-my.sharepoint.com/:v:/g/personal/mikestafford_mthtwv_org/Eatil5m5vm5loGjf_nXv3hUBbF5F20tj0JWTL0bhjPmkGw?e=Jwzjwm

2025 MountainHeart Child Care Region VI Provider Conference



Core Grant Program Summary Report

Overview of the Core Grant

ARCH Coal sponsors a monthly community reinvestment initiative supporting nonprofit organizations in Raleigh and McDowell Counties. MountainHeart Community Services – Child Care Resource and Referral Region VI was awarded \$1,940 through this initiative.

Project Details

The Professional Development Team developed a project to create Cozy Corners—comfortable, emotionally supportive spaces for children to self-soothe and practice emotional regulation. Grant funds supported Cozy Corner supplies for one Family Child Care Provider, one Child Care Facility, and one Child Care Center.

Applications were reviewed and three winners were selected based on demonstrated need and potential impact.

Application Process

Child Care Providers in Raleigh County submitted applications describing their classroom environment, the need for a Cozy Corner, and how the space would support children's emotional development.

Training Provided

All applicants were invited to a Cozy Corners and Sensory Support training. Participants received sensory items such as fidgets, feelings puppets, and social-emotional storybooks. The training taught providers how to appropriately use these tools to support children.

Chosen Winners

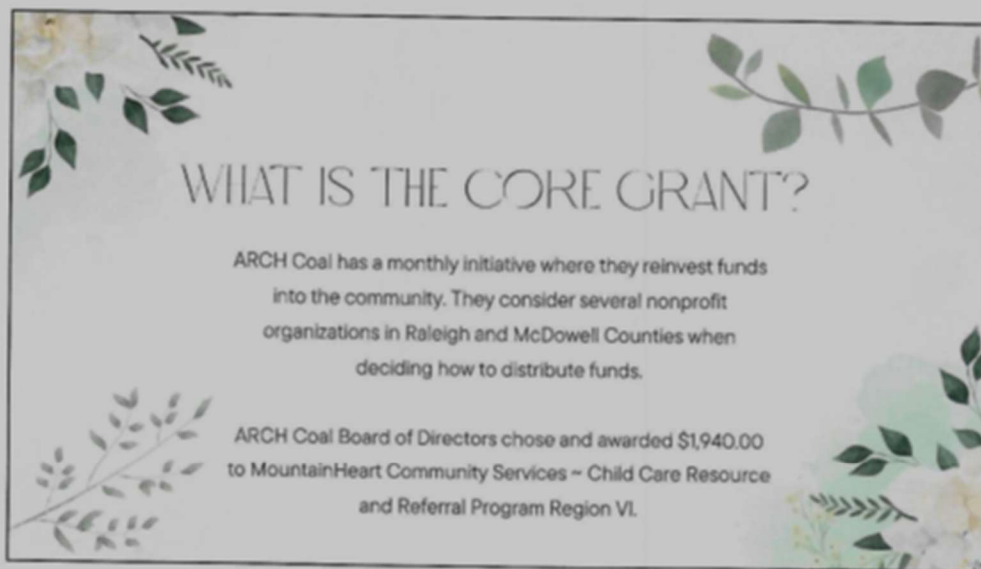
Three winners were selected and expressed appreciation for the sensory support items provided.

- Family Child Care Provider: Rhonda Hodge
- Child Care Facility: Aimee Gwinn
- Child Care Center: Sophia Day Care

Acknowledgment

MountainHeart Community Services Child Care Resource and Referral Program express sincere gratitude to ARCH Coal for their generous support and commitment to the Early Childhood Community.

Thank you for helping us support providers, children, and families in Raleigh County!



PROJECT DETAILS

The Child Care Resource and Referral Professional Development Team and other staff, met and discussed potential projects. It was decided that creating Cozy Corners for children would be an exciting plan to develop. Cozy Corners are comfortable spaces where children can go to self-soothe, practice emotional regulation, and develop coping skills for big feelings like anger or sadness.

3

PROJECT DETAILS

Grant funds were available to purchase supplies for 1 Family Child Care Provider, 1 Child Care Facility, and 1 Child Care Center.

There was an application process that was reviewed by the Professional Development Team and three winners were chosen.



4

2



APPLICATION PROCESS

Applications were sent out to Raleigh County Child Care Providers who answered the following questions:

1. Describe your current classroom or care environment.
2. Why is a Cozy Corner needed in your space?
3. How will this Cozy Corner support children's emotional development?

5




TRAINING

All Child Care Providers who applied for the grant were invited to attend a training on Cozy Corners and Sensory Support Items. Everyone in attendance received Sensory Support Items such as fidgets, feelings puppets or social emotional storybooks. This training instructed Child Care Providers on how to use these Sensory Support Items and support children who need time away from busy environments that might overwhelm them.



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Wings of Innovation: Soaring to New Heights Award presented by TOOTRIS

We are delighted to share that MountainHeart South CCR&R was selected as one of six finalists for our inspiring project, “Together We Grow, Provider Recruitment and Quality Resources provided by our Traveling Resource and Information Library Services.”

Our submission impressed the committee as it was bold and had a community-driven approach to tackling Child Care challenges in rural West Virginia. They were especially intrigued by how the initiative unites diverse partners — from employers and schools to local governments and economic developers — around a shared mission to expand access and affordability. The integration of the TRAILS mobile program stood out as a particularly powerful innovation, providing providers with hands-on resources, mentoring, and professional development that directly elevate the quality of care. This holistic model showed what’s possible when entire communities rally together for children, families, and providers.



MountainHeart South CCR&R Celebrated as a National Honoree for Innovative Rural Child Care Solutions

TRAILS program meets providers where they are—bringing knowledge, confidence, and connections to rural Child Care programs.

San Diego, CA — September 2025 — In many rural communities, access to quality Child Care can be scarce — but MountainHeart South CCR&R is proving that distance doesn't have to mean disadvantage. MountainHeart's TRAILS Program along with their provider recruitment efforts and the Together We Grow initiative has been recognized as an Honoree in the 2025 Wings of Innovation CCR&R Awards, presented by TOOTRiS in San Diego.

In southern West Virginia, families often face limited Child Care options, and providers can struggle to find the support, training, and equipment they need. MountainHeart South CCR&R provides the TRAILS program while partnering with the Together We Grow initiative to bridge those gaps, recruiting new providers while equipping existing ones with practical resources. Through its TRAILS program, the organization brings professional development, educational tools, and technical guidance directly to rural Child Care programs.

By meeting providers where they are, MountainHeart South is helping to expand safe, high-quality Child Care while also strengthening local economies. Families benefit from increased access to childcare close to home, while providers gain the confidence and resources to sustain their programs long term.

The award was announced during TOOTRiS' Wind Beneath Your Wings Summit, which drew hundreds of Child Care leaders from across the nation to reimagine and strengthen the future of Child Care. As part of the Summit, the Wings of Innovation Awards spotlighted bold, local solutions making a difference today and offering models for tomorrow. Other award winners included Rural Pathways, Child Care Aware of Missouri, Child Care Aware of Kentucky, PATCH Hawaii, and Child Care Aware of Kansas.

"MountainHeart South CCR&R shows the power of meeting communities where they are," said Alessandra Lezama, CEO of TOOTRiS. "Their approach is expanding access in areas that are too often left behind, and it's a model of resilience and partnership that can inspire rural communities everywhere."

"Rural families deserve the same access to quality Child Care as anyone else, and that's what drives our work every day," said Donna England Assistant Program Director at MountainHeart South CCR&R. "TRAILS" we're not just delivering resources — we're helping providers feel supported, connected, and confident to serve the children and families in their communities." While partnering with Together We Grow, to bring more quality childcare providers to southern West Virginia.

About MountainHeart South CCR&R

MountainHeart South CCR&R serves Southern West Virginia with a mission to strengthen families and communities by improving access to high-quality Child Care. The organization provides critical support for families seeking care and equips Child Care providers with the tools, training, and resources needed to succeed. Through innovative programs like TRAILS and initiatives such as Together We Grow, MountainHeart fosters community partnerships that expand opportunities for children, empower providers, and build resilient local economies. Learn more at <https://www.mthtwv.com/mcs/>

About TOOTRiS

TOOTRiS is the nation's largest Child Care platform that partners with employers, providers, government agencies, and Child Care Resource & Referral (CCR&R) organizations to strengthen local Child Care ecosystems, amplify the impact of community-based initiatives, and make care more accessible, equitable, and sustainable — empowering parents, supporting providers, and fueling economic growth. Learn more at tootris.com.

Media Contact:

Jeff McAdam

Director of Communications, TOOTRiS



MountainHeart Region VI congratulates Linda Prutsok and Kaitlyn Broyles in receiving their Certified Community Action Professional (CCAP) credential in 2025.

The Certified Community Action Professional (CCAP) credential recognizes individuals who have demonstrated knowledge and application of the core competencies required to effectively carry out the vision, mission, purpose, and values of the Community Action movement.

CCAP positions the Community Action Network to serve the best interests of people experiencing poverty. The program:

- Transmits the vision and values of the Community Action movement from one generation to the next.
- Guides individuals towards effective leadership within Community Action.
- Solidifies Community Action as a true calling.
- Recognizes and elevates the professional status of those that earn the CCAP credential.
- Embodies the Promise of Community Action.





During the 3rd Annual MountainHeart Supervisor Conference the training sessions focused on mindfulness, leading with purpose, and leaving a legacy. We also covered essential leadership topics such as following policy and accountability, fostering a culture of responsibility and trust, strategies for navigating difficult conversations, and methods for turning insights into action.

From the MountainHeart Child Care Resource and Referral Region 6 team, there were eight staff members in attendance: Margaret Younce, Donna England, Susan McCoy, Linda Prutsok, Randy Brown, Kaitlyn Broyles, Lennie Church, and Lyndsay Redden.



Other Highlights



Region VI delivered a total of 182 Business Packets during the reporting period. These packets contain targeted information about Child Care Resource & Referral (CCR&R) services, designed to support businesses and organizations across the region. The materials included in the packets help employers and community partners better understand:

Available childcare resources

Support services for families

Professional development opportunities for providers

Ways CCR&R can collaborate with local organizations

This outreach effort strengthens community partnerships and increases awareness of services that can benefit both businesses and the families they serve.



Staff attend the “Every Child Now” conference in Charleston WV - At Every Child NOW, children are at the heart of everything we do. Our mission, vision, and values serve as the blueprint for the way we do our work.



Staff attend Community Conversations about Child Care in WV these are active, ongoing discussions aimed at addressing the state's severe childcare crisis, which is hindering workforce participation and economic growth. These meetings bring together families, providers, and business leaders to create actionable solutions regarding affordability, accessibility, and staffing, with events occurring across the state in 2025.

BAF Mac's Toy Fund Project

Bright Eyes, Big Smiles! Books, Boots, Buddies and Beyond!

This project provided 156 children with a carefully curated bundle of age-appropriate books, stuffed buddies, STEM and sensory learning items, and warm winter essentials. Each bundle is intentionally designed to support literacy development, emotional wellbeing, imaginative play, and hands on learning. By providing these resources, the project helped reduce the financial burden placed on low-income families during the holiday season while promoting school readiness and positive childhood experiences.

The items distributed represented a wide range of developmental benefits—from sensory exploration for infants, to STEM discovery for school-age children. Examples of items provided include:

STEM & Discovery Toys: Tool Kits, Glow-in-the-Dark Solar System, Crystal Mining Kits, Beaker Creatures Volcano Reactor, LEGO DUPLO Wild Animals, LEGO Microfighters Building Sets, and Erupting Volcano Lab.

Sensory & Comfort Items: Baby Teddy Bear, Squish mallows, Teething Toys, Rattle & Roll Cars, Shower Bath Balls, Rattle Toys, Baby Shark Sensory, and Flopsie animals.

Early Learning & Fine Motor Development: Shape Puzzles, Surprise Squirrels, Peekaboo Farm, Snap-n-Learn, and Pop-Up Pals.

Educational Books for All Ages: On the Farm, Baby Animals, Animals That Change Color, Woof, Volcanoes, Did You Know? 8 Little Planets, There's No Place Like Space, Farm Animals, and I Love You Slow Much.

This project impacted 156 children, Each of the 156 children received a unique combination of items tailored to their age and developmental stage. These gifts not only brought joy during the holiday season but also supported critical areas of growth including Literacy & Language Development, Fine and Gross Motor Skills, Cognitive and Sensory Exploration, Emotional Regulation & Security, Imaginative and Creative Play

The success of this project demonstrates the meaningful impact of combining practical needs with educational enrichment.

This project directly supported 156 children from families enrolled in MountainHeart Child Care Resource and Referral who fall at or below the Federal Poverty Level. Many of these children face challenges such as financial hardship, limited access to early learning resources, food insecurity, or unstable housing. Some come from single-parent homes, are being raised by relatives, or live in rural areas where services are limited.

Each child received age-appropriate books, sensory items, stuffed buddies, and educational "Beyond" toys that supported cognitive, emotional, and social development. Infants benefited from sensory and comfort items, while older children received STEM kits, puzzles, and books that encouraged curiosity and school readiness.

Parents expressed relief and gratitude, noting that these gifts eased holiday stress while giving their children meaningful, enriching items. For many families, this project brought joy stability and the reassurance that their community cares.

Family Stories:

Kathy is a mother of two girls, Sonny and Jordan.

Sonny's Shining Moment

One of Kathy's favorite memories was seeing Sonny slip into her brand new boots for the first time. She loved them so much that, according to Kathy, "she had to wear those boots to school every single day."

Along with the boots, Sonny also received a toy pig, books, and a solar system planetarium kit, which sparked her curiosity about space and the planets.

Jordan's Growing Passions

Jordan's favorite item was the book "Dog Man: The Scarlet Shedder." Not only did she enjoy reading it, but she found a fun way to share the experience. One afternoon, Kathy overheard Jaden talking on the phone with a friend. As she listened, she realized the girls were taking turns reading chapters to each other—a sweet discovery that made her smile. Since both girls received the same book for Christmas, they turned reading into their own little book club. Jordan also received a Lamb & Terrarium Kit, and to everyone's surprise, it started growing beautifully. She took great pride in checking it every day.

A Season of Joy

Thanks to BAF Mac's Toy Grant, Kathy's home was filled with laughter, curiosity, and special moments she will cherish for years.

Story of a Single Mom and Three Children

A mother who has been struggling to provide Christmas for her children while going to school to regain stability shared how difficult the holidays can be. She often must choose between paying bills or purchasing gifts. When she received her children's items, she reacted with genuine emotion and gratitude.

Her story reflects the experiences of many clients who work hard or attend school, care deeply for their children, and simply need a little support during a difficult season. Thanks to this project, their holiday was filled with moments of comfort and hope.

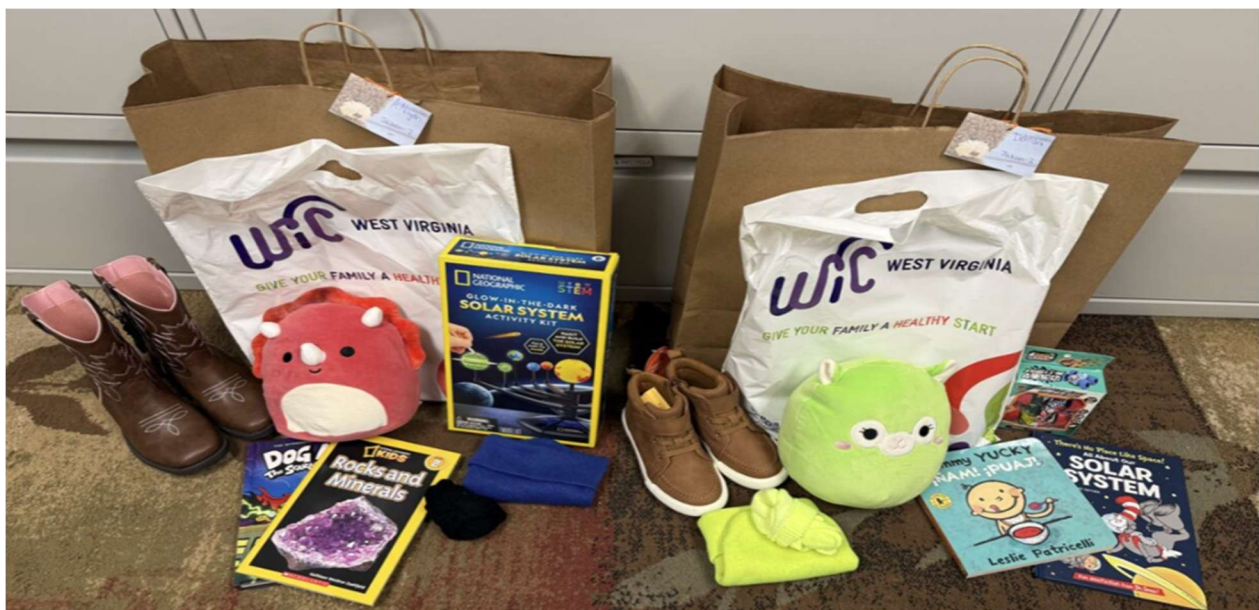
This project was strengthened by United Way providing boots, Faith Community Church donating hats and gloves, and Community donations, allowing all grant funds to support educational, sensory, and comfort items. Staff worked together to manage delayed shipments, out-of-stock items, and to prepare 156 individualized gift bundles with care and efficiency. Parents expressed sincere gratitude, sharing how meaningful this support was during a difficult holiday season. The teamwork and community partnerships made the project especially impactful.

While carrying out this project, we became aware of additional needs within the families we serve. We received donations of food, hygiene items, and basic school supplies such as pens, paper, crayons, and colored pencils. These items were a tremendous blessing for many parents who were struggling to afford everyday essentials.

One parent shared that her children asked why, “Santa didn’t bring Mom anything,” highlighting how often parents sacrifice their own needs so their children can have a meaningful Christmas. This experience reminded us that beyond toys and educational gifts, many families also need support with food, hygiene products, and basic household and school supplies. These insights point out future opportunities for projects centered on essential items that help meet the broader needs of the entire family.

Photo link.

https://mountainheartco-my.sharepoint.com/:f:/g/personal/mjones_mthtwv_org/lgA-oaq_aSNsS7e-lNOeC9zjAUEJh37PrQQM1S5V8bfgpbcb?e=pbpWSC





🎄 ✨ MountainHeart at Christmas Lights in the Park! 🎄 ✨

On Saturday, November 29th, 2025, our MountainHeart team from the Summersville office took part in the opening night of the Christmas Lights in the Park at the Nicholas County Veterans Memorial Park. We were thrilled to partner with Nicholas Community Action, Nicholas County Head Start, Nicholas County Board of Education, Save the Children, Nicholas County Veterans Memorial Park, and of course, 🎅 Mr. and Mrs. Claus! 🧑🏻‍🤝‍🧑🏻

Families enjoyed photos with Santa and Mrs. Claus, free books for the kids, fun crafts, hot chocolate, cookies, and wagon rides through the park to admire the gorgeous light displays and vote for their favorite. MountainHeart staff helped children make reindeer feed for Christmas Eve and shared information about Child Care and Birth to Three services to families. Other staff greeted visitors at the entrance booth with ballots, candy canes, and resources about the many programs MountainHeart offers. With over 400 visitors that evening, it was a fun, festive, and busy night for everyone involved!

Be sure to stop by the park, cast your vote for your favorite display, and don't forget to check out our Summersville office's display at the red barn, they put a lot of heart ❤️ 💙 into creating a special spot for families to enjoy and take family photos. 🇺🇸 🎁





Events and Meetings Report – 2025

Professional Edition

This report provides a comprehensive, professionally formatted record of Region VI events, outreach activities, and meetings conducted during Calendar Year 2025. It includes a county-level event summary, a detailed event log with materials distributed, and meetings log documenting internal and external coordination activities.

1. Annual Event Summary by County

Total events reported across counties: 96

County	Total Events (2025)
Braxton County	7
Fayette County	13
Greenbrier County	6
McDowell County	6
Mercer County	9
Monroe County	7
Nicholas County	10
Pocahontas County	5
Raleigh County	8
Summers County	11
Webster County	6
Wyoming County	7
Total	96

2. Events and Outreach Activities (Provider Giveaways)

The following log documents 29 outreach events where materials were distributed to support providers, children, and families. The source log also notes a total of 82 provider-giveaway events for the year.

Event	Materials Distributed / Notes	County
Monroe County Fair	Balls, pencils Brochures	Monroe
Blood Drive	12 MTHT Bears	Raleigh
Rhonda Trainum	Basement flooded	Summers
Thomas Allen	Tree fell on swing set	Fayette
Read Across America	258 Books, 260 Bookmarks	Fayette
Dr Seuss mentor Activates, books and gold fish graft	32 books, 32 STREAM projects to take home, activate, glue sticks, took pictures to take home	Fayette
Read Across America	10 books, 10 STREAM projects to take home, activate, glue sticks, took picture to take home	Fayette
Pineville Read Across America	15 Books, 15 Bookmarks	Wyoming
Child Abuse and Neglect - office activities and community events	850 Child Abuse Bracelets 200 Butterflies 125 stickers	All
Week of the Young Child	5baskets full of goodies Each office drew for a winner.	All
STREAM Training Debbie Gwinn	Each child receives one STREAM item based on age. 8 books, 8 bookmarks, 8 STREAM item to take home	Summers
STREAM Training Rhonda Trainum	Each child receives one STREAM item based on age. 7 books, 7 bookmarks, 7 STREAM items to take home	Summers
STREAM Kristen Angell	Each child receives one STREAM item based on age. 12 books,12 bookmarks, 12 STREAM items to take home	Summers

Provider Appreciation	348 Clocks, 350 batteries, 350 clipboards, 350 ink pens, 350 provider bags, and 350 flower pot	All
Raleigh County Baby Shower. Car Seat presentation.	50 rack cards, 50 car seat brochures, 50 <u>xlarge</u> ducks, and a basket full of baby items to give away	Raleigh
Juneteenth Book Delivery	60 Books	Monroe
WV Day Book Delivery	59 Books	Summers
How do Dinosaurs Get Well? Parents as Teachers	100 Dino Hats, 25 brochures, and 20 get well cards	Fayette
STREAM Toddler Town	Each child receive one STREAM item based on age. 31 books, 31 bookmarks, 31 STREAM item to take home	Fayette
STREAM Courtney Nicholas	Each child receive one STREAM item based on age. 6 books, 6 bookmarks, 16 STREAM item to take home	Fayette
Parents as Teachers Pool	56 frisbees	Mercer
Montgomery Back to School	100 Rack cards & 200 Water bottles	Fayette
Pete The Cat Little Explores	We did craft activities, obstacle course, read books to children and gave away 12books	Mercer
Pete The Cat Auntie Kia's	We did craft activities, obstacle course, read books to children and gave away 37 books	Mercer
Raleigh County Back to School Event	400 Water bottles & 150 Brochures	Raleigh
Fall Bash	400 freebies, 175 rack cards	Wyoming

Food Drive All County Pickup and Delivery	Food boxes	All
BAF, Mac's Toys Grant	Gift Distribution 138 pairs of boots 20 pairs of socks for infants, age apocopate books, 153 age apocopate science project, 153 smash meows, 153 art kids, 131 hats and gloves	Raleigh

Delivery of Graduation Bags	Given out: Water Bottles, notepads, frisbees	Monroe
Various Resource Fairs across our Region	Child Care Information, Provider Recruitment Information	Various counties
Various Baby Showers across our Region	Child Care Information, Provider Recruitment Information	Various Counties
WV Healing Home Baby Pantry Presentation	Child Care Information, Provider Recruitment Information	Greenbrier
Back to school bash	Backpacks, water bottles, notepads, pencil, etc.	Monroe
WVCIT Presentation Breakfast.	Gave out resources and information	Nicholas
Mountain CAP Community	Information Event gave out resources and information	Braxton
Kids Kick Off in Summersville.	Gave out mini footballs, basketballs, heart wands, and binoculars.	Nicholas
Pre-K Trunk or Treat	and handed out healthy treats and pamphlets.	Nicholas
Lights at the Park at Veterans Memorial Park in Summersville.	Gave out resources, flashlights and blankets.	Nicholas
Summersville Chamber of Commerce for the Winter Classic basketball games.	Gave out notebooks and pamphlets	Nicholas
S.A.F.E Resource Fair	Gave out resources and information	McDowell
HS Track and Field	Gave out resources and information	Wyoming
Child Care Day at Legislator	To promote child care	Kanawha

Concord Parent Project/Fostering Resilience: Enhancing Mental Health and Resource Access for students	Concord University is collaborating with the Mercer County Coalition for Healthy Communities to host an important conference focused on mental health and community resources for college students who are parents, community parents, and students interested in learning more about resources for both parents and college students. This event will provide an opportunity for various community sectors to present on topics related to mental health for both parents and students, showcase community resources through table displays, or create poster projects highlighting relevant information	Mercer
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3. Meetings and Coordination Activities

The following log documents include meetings and coordination activities, including virtual and in-person sessions.

Event	County
Read Across America	Virtual
Meeting Purge	Virtual
Food Insecurities Meeting	Virtual
Community Outreach Community Meeting	Virtual
Management Team Meeting	In Person
STREAM TRAINING meeting	Virtual
Roma Training	Virtual
CORE Meeting	Virtual
Snowshoe Grant	Virtual
Food Drive	Virtual
Office Meeting	In Person
Food Insecurities Meeting	Virtual
Administrative Assistants Meetings	Virtual/In person

Smart Sessions for Case Managers	Virtual
Regional Collaborative Meeting	In Person/Virtual
Together We Grow Collaborative Meeting	Virtual

2025 Event Pictures:

MountainHeart is proud to celebrate a year filled with special events designed to uplift, support, and unite our community. Each gathering reflects our deep commitment to compassion, connection, and meaningful service. Throughout the year, we aim to create moments that bring families together, honor the strength of our community, and show our heartfelt appreciation for those we serve. At MountainHeart, we believe that every event is an opportunity to make a positive difference, and we look forward to sharing this year of warmth, joy, and togetherness with everyone.



MountainHeart staff participated in a community blood drive on February 19, 2025



MountainHeart Staff participating in Dr. Seuss's Read Across America Day.



STREAM Activities for the kids...Pete the Cat



Offices recognized Child Abuse and Neglect Prevention Month.



MountainHeart Staff Region V and VI participated in Child Care Day at the Legislature.



MountainHeart office celebrating the Week of the Young Child.

The Week of the Young Child® (WOYC) is an annual, week-long celebration hosted by NAEYC in April to highlight the importance of early childhood education (ages 0-5). It focuses on children, teachers, families, and communities, with daily themes promoting learning through play, art, music, and healthy, hands-on activities.



"How Do Dinosaurs Get Well?" — an engaging activity with the children.



Back to School Bash



Other events:





MountainHeart participated in our agency-wide food drive supporting 27 counties across West Virginia. Pictured are our staff, volunteers, and donors.





Region 6 Shines in the MountainHeart 2025 Food Drive!

Region 6 stepped up in a big way for the MountainHeart 2025 Agency Food Drive, collecting an impressive 6,733 cans of food to support families in need. Each office contributed to this tremendous achievement:

Beckley: 714

Matheny: 1,053

Lewisburg: 1,195

Princeton: 1,806

Summersville: 1,965

Special congratulations goes to our Summersville office in Nicholas County, which led the region with the highest number of cans collected. To celebrate their outstanding effort, the team enjoyed a well-deserved office pizza party.

Below are photos showcasing the incredible participation and generosity from our Region 6 offices:



FOOD DRIVE TIME!!!

Starting today (09/23/2025)
through November 6th, our
office locations have a box that
needs to be filled with canned
vegetables, hygiene items, fruits,
soups, pasta, etc.

We thank you in advance for
helping us help the community.



Success Stories

- My name is Samantah I am the mother of Billi whom you evaluated but did not have the opportunity to work with at Little People Child Care. I just wanted to reach out to give you an update. Billi has been enrolled in a new facility where she has been thriving! We also have officially started receiving birth to three services (ST, DT, & OT) She's talking and communicating a lot better, but she does occasionally have her tantrums and "bullying" moments which now include throwing things and spitting. Still working on breastfeeding weaning as well. I never got the chance to thank you for trying to fight for her at the previous facility! So, thank you! "
- I had a client come on 9/29/25 to apply for child care services. Yolimar Cariel did not speak English or read English. I translated the whole application, any questions I had and both of the Parent Services Agreement's in Spanish. Yoli translated any questions she had in English. I diligently worked to get my client open as she had until 10/12/25 to get everything turned in. Yoli is not a citizen of the United States and proof of identity and residency was a bit of a struggle for her. Her child was born in WV. She and I communicated through email a lot to see if the documents she was sending were acceptable. I am happy to say I just opened her application, and she has been approved for a job search!
- I have been working with some teachers in a 3-year-old classroom and one of the children would react to things he didn't like by hitting others or throwing toys. I worked together with the teachers and created a behavior plan for the child. At my last observation, there were two moments that really showed progress for this child. During one of these, another child hit him and instead of hitting back, he used his words and told that child to "stop." The other occasion, he was playing with blocks and another child knocked them over and he got mad but just used his words to tell that child to stop and then he rebuilt his blocks and did not react through physical means.
- There is a little girl who lives in the trailer park behind our office, the child and father who have touched Fern's heart for over a year now. After attending a Trunk or Treat event, we were pulling back into the office to find the little girl and her dad at the blessing box. The little girl was dressed up in her Halloween costume. Fern approached the little girl and dad asking if they just returned from the Trunk or Treat event at the school. The dad, with a disappointed look on his face stated no, we tried but he had to work late, and they did not make it in time, so he brought his daughter to the blessing box hoping to find some treats. Fern, being who she is, jumps into action and states well we have some treats left we would love to give to you. The little girl's face lit up, and dad's face was a relieved look and whispered thank you. Fern loaded the little girl's bag with all kinds of treats, saving the day.

Well, forward to November, Fern kept an eye on dad, waiting for a chance to see and speak with him. This little girl just kept tugging at Fern's heartstrings. When Fern finally had the chance to speak with dad, Fern explained that this wasn't through MountainHeart, but something personal, her way of living out our Community Action Promise on her own time.

Fern asked what his daughter truly needed and assured him these gifts could come from him or Santa. He became emotional as he shared how sweet and kind his little girl was and listed the essentials he couldn't afford. That weekend, Fern and her mom purchased winter boots, warm socks, outfits, gloves, earmuffs, and of course, a few toys. When they delivered the items, her father was overwhelmed with gratitude, it was one of the most meaningful moments of the season.

Since then, Fern has "adopted" two more children whose families are struggling to cover basic expenses, let alone Christmas gifts.

West Virginia Infant and Toddler Program Success Story

Twenty-six dedicated early childhood Child Care Providers from Robbin's Nest and Gassaway Baptist in Braxton County, Lively Little Ones, Fayette County Starting Points, Juanita McCleery's & A Place To Grow in Fayette County, Stepping Stones & Dreamland in Raleigh County, Little Britches in Greenbrier County, Webster County Starting Points in Webster county, Tots to Teens in Nicholas county were recently recognized for completing the West Virginia Infant and Toddler Program, a specialized professional development course designed to strengthen the quality of care for the state's youngest learners.

The West Virginia Infant and Toddler Program supports infants, toddlers, and their families by promoting developmentally appropriate, relationship-based care during the most critical years of brain development. The program emphasizes responsive caregiving, continuity of care, safe and nurturing environments, and practices that support children's social, emotional, cognitive, and physical growth from birth to age three.

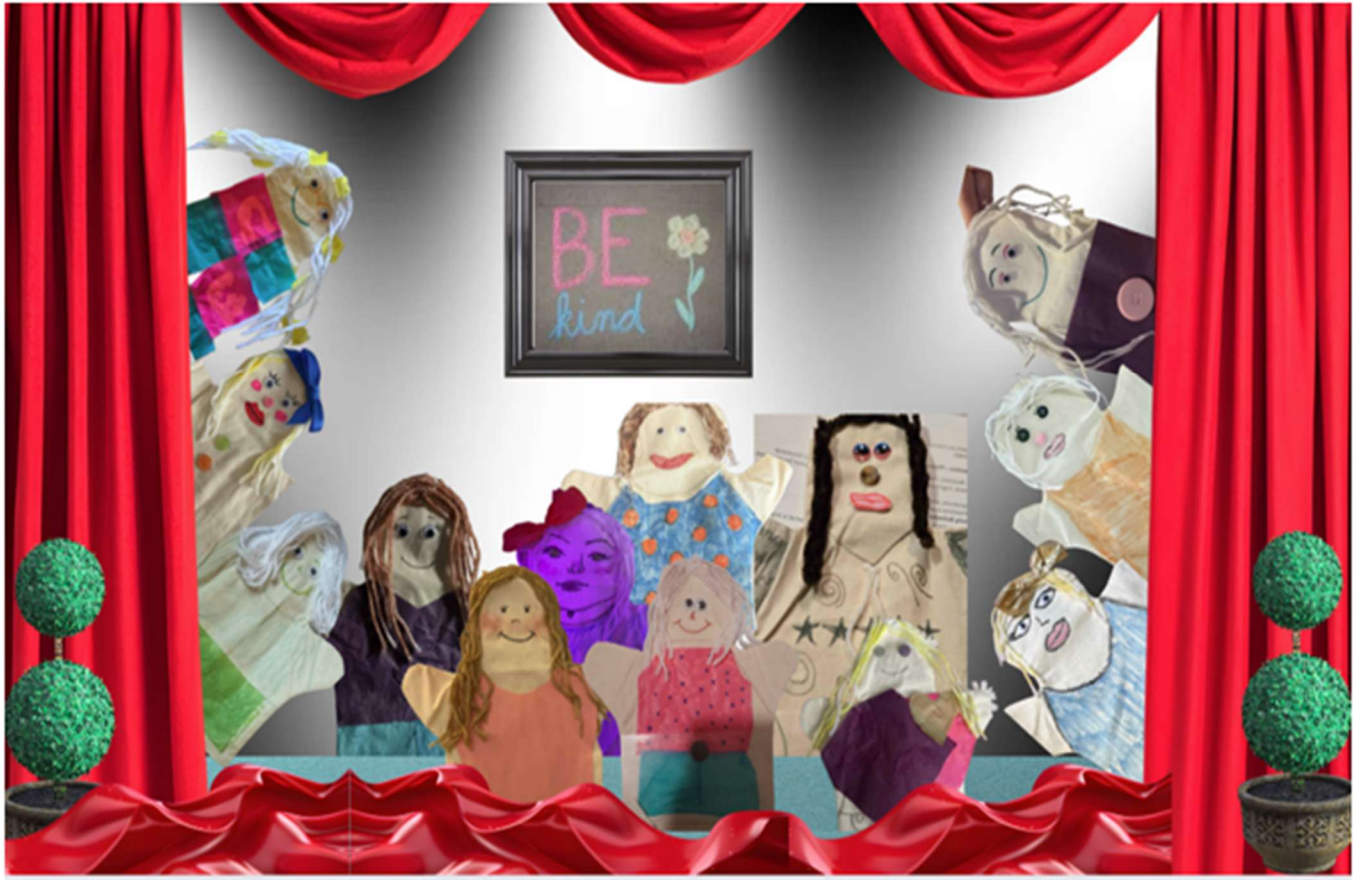
This group of Child Care Providers was noted as being exceptionally well suited to work with infants and toddlers. Throughout the course, participants consistently demonstrated patience, sensitivity, and a deep understanding of the unique needs of incredibly young children. Their ability to form strong, nurturing relationships and respond thoughtfully to children's cues reflected the core principles of high-quality infant and toddler care.

The twenty-six Child Care Providers who completed the class demonstrated exceptional commitment by dedicating their time and energy to professional growth while continuing their daily work with young children. Their achievement reflects not only personal dedication, but also a strong commitment to the children and families they serve across West Virginia.

"Early childhood professionals play a vital role in laying the foundation for lifelong success," said a program representative. "These caregivers have shown a true passion for their work and a willingness to go above and beyond to ensure infants and toddlers receive the highest quality care possible."

Completion of the West Virginia Infant and Toddler Program is a meaningful accomplishment that strengthens the early childhood workforce and positively impacts communities statewide. By investing in their education and skills, these caregivers help ensure that West Virginia's youngest children are nurtured, supported, and prepared for future learning.

The Child Care Providers were commended for their professionalism, perseverance, and dedication to early childhood education—qualities that continue to make a lasting difference in the lives of infants, toddlers, and families throughout the state.



CSBG Program

Program Year 2025



Emergency Assistance Program

Financial Data:

The CSBG Emergency Assistance Program is supported through federal Community Services Block Grant funds and supplemented by local partnerships. Funds are allocated to assist households in crisis with essential needs such as utilities, rent, food, and school. Investments ensure timely interventions that prevent homelessness, utility shutoffs, and further destabilization.

Success Stories:

- *Name change for identification reason*

Mary did not reach out to MountainHeart for assistance. Her dire situation was discovered by a program director. Living alone in a small apartment, she had been without power for nearly one week due to a terminated power account. Despite the challenges of having no electricity- no light, no refrigeration, no hot water- Mary never missed a single day of work. She continued to wake up early, get ready by flashlight, and give her best every day to work with those with disabilities.

Mary's resilience and commitment were evident from the start. She explained that although she was working full-time, a series of unexpected expenses had thrown off her budget. With no family nearby and limited support, she had exhausted every option before turning to us for help.

Our CSBG team was able to provide utility assistance to cover her past-due balance and restore her power. Within hours of the payment, her lights came back on before she returned from work- and so did her hope. Mary tearfully expressed her gratitude and shared how much it meant for us to assist her. Since receiving assistance, Mary has not fallen behind on her utility bills. With the pressure eased and her power restored, she's been able to focus on her job and regain financial stability.

Mary's story is a powerful reminder that sometimes, a little help at the right time can make all the difference. Her strength and perseverance in the face of hardship are truly inspiring, and we are proud to have been part of the journey towards stability.

Outcome Data:

- Rental Program 6 families avoided eviction or homelessness.
- Utility disconnection prevention services supported 58 households, stabilizing family living conditions. (Right now, the Dollar Energy program has started so most qualify for help from that program for utilities).
- Food assistance helped 30 families, improving immediate quality of life.
- School Assistance – 1 individual (has started but not completed program) to develop pathways toward education and employment.
- Community Resources- 495 individuals, partnerships to help stabilize families' living conditions.

Program Highlights:

The Emergency Assistance Program provides critical, rapid response support that stabilizes families during times of crisis. By addressing urgent needs, the program creates a foundation for clients to engage in longer-term self-sufficiency efforts.

**Community Impact:**

Emergency Assistance reduces homelessness, strengthens neighborhood stability, and protects vulnerable individuals from crisis escalation. These services ensure that families can maintain safe, stable living conditions and remain connected to other community resources.

Additional Information:

Emergency Assistance works together with case management services, ensuring clients receive not only immediate help but also connections to employment, training, and supportive services that break the cycle of crisis.

Youth Programs (CSBG Youth Mentee & Work Mentor Program) will begin in June 2026. The CSBG Youth Program is funded by federal CSBG allocations with local partnerships, and community investments. Resources are leveraged to provide mentoring, job readiness, and educational support to youth ages 16 to 18. Investments are aimed at increasing long-term employability and breaking intergenerational poverty.





2025 Information System Report

February 3, 2026

MountainHeart Community Services, Inc.

Eastern Panhandle EITC Coalition

Eastern Panhandle EITC Coalition 2025 Annual Report

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

The Eastern Panhandle EITC Coalition is part of a statewide partnership with the WV Alliance for Sustainable Families and is funded with a grant from the West Virginia Department of Human Services. 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 goals of the Eastern Panhandle EITC Coalition 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: 2,033

Number of Earned Income dollars resulting from all returns filed:
\$424,675.00

Number of returning volunteers trained and used in 2025: 42

Number of new VITA volunteers trained and utilized in 2025: 12

Number of VITA sites for the EP EITC Coalition were: 8

- Berkeley County Library
- Blue Ridge Community & Technical College
- Catholic Charities
- Eastern Action
- Eastern WV Community & Technical College
- Jefferson County Community Ministries
- MountainHeart
- Shepherd University

Number of new VITA sites established: 1

Hampshire County Public Library (ad-hoc site)

Number of Ad-hoc VITA sites for the EP EITC Coalition were: 11

- Berkeley County Family Support Center
- Capon Bridge Library
- Grant County Family Support Center
- Hampshire County Family Support Center
- Hardy County Family Support Center
- Jefferson County Family Support Center
- Keyser Library

- Mineral County Family Support Center
- Morgan County Family Support Center
- Pendleton Family Support Center
- Shepherd University

Number of new Coalition partners: 10

- Berkeley County Family Support Center
- Eastern WV Community & Technical College
- Grant County Family Support Center
- Hampshire County Family Support Center
- Hampshire County Public Library
- Hardy County Family Support Center
- Jefferson County Family Support Center
- Mineral County Family Support Center
- Morgan County Family Support Center
- Pendleton County Family Support Center

Financial literacy and Asset Development activities conducted by Coalition members:

186 individuals were provided with financial education. This number does not include information provided to clients during tax preparation.

Number of tax returns filed by current recipients of WV WORKS or Temporary Assistance for Needy Families (TANF): 0

Number of Tax returns filed by former (within the last twelve months) recipients of WV WORKS or Temporary Assistance for Needy Families (TANF): 1

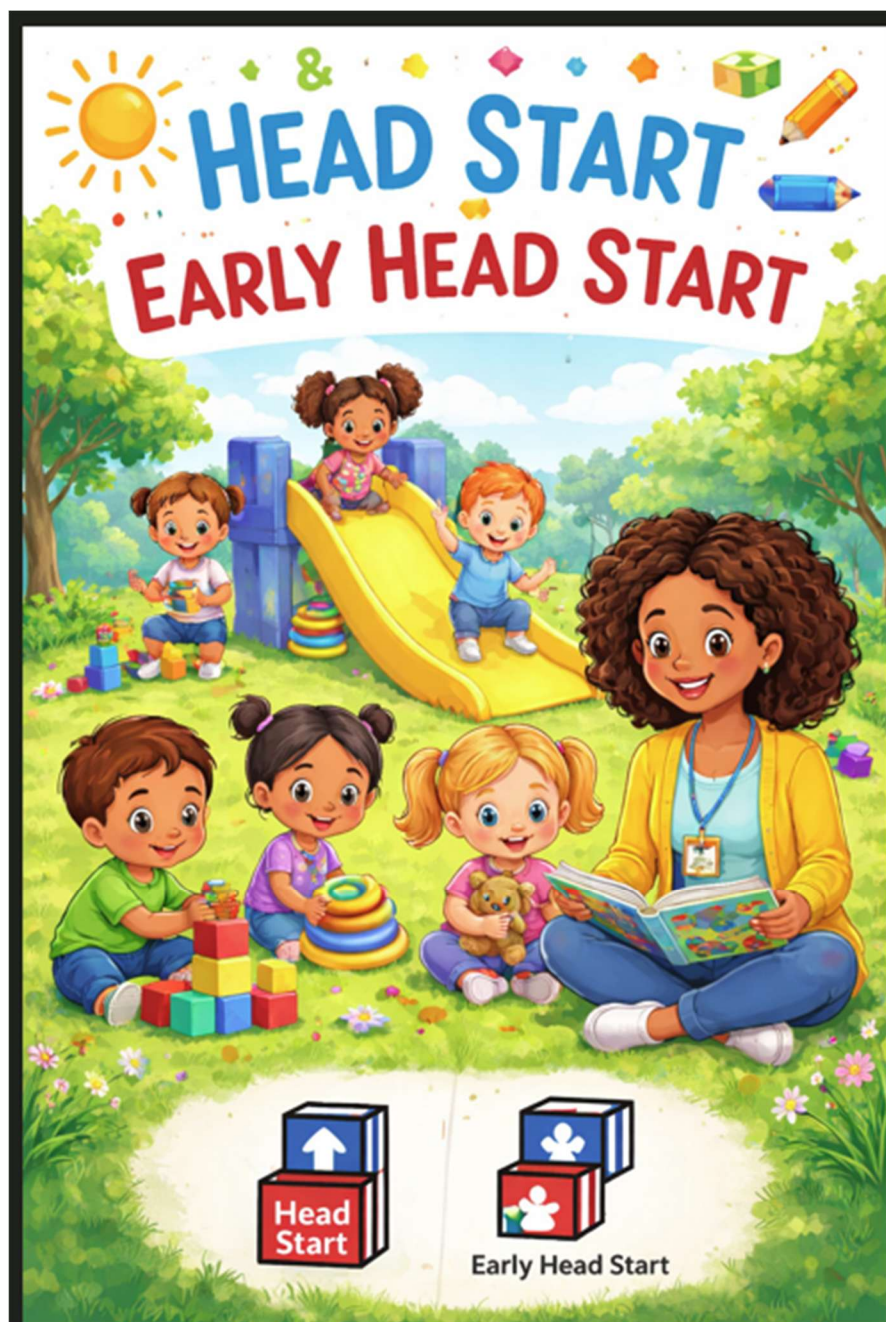
Number of tax returns filed by individuals earning below 200% of federal poverty level: 750

Success stories:

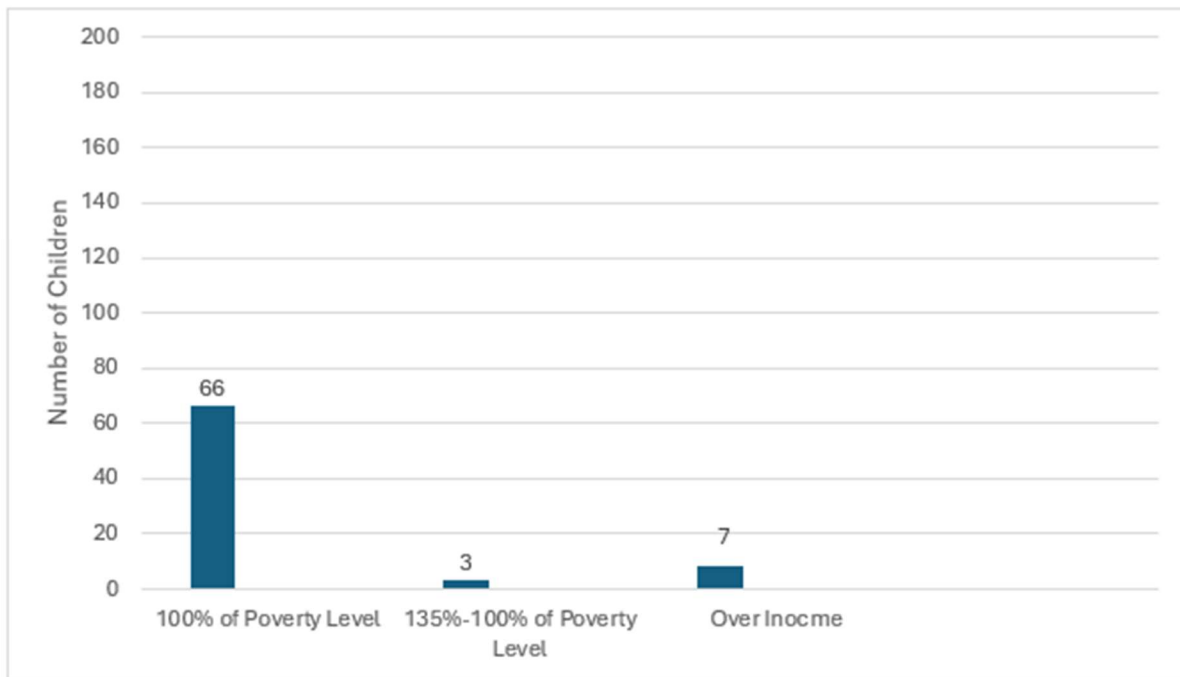
We were pleased that all of our VITA Site Coordinators and volunteers from the past season returned this year. They brought a wealth of experience, knowledge and expertise to the VITA program.

A few of our VITA volunteers prepared taxes throughout the year. They assisted clients by preparing and filing back taxes, responding to letters from the IRS, and answering questions. When we received calls for tax assistance, we always had VITA volunteers who were willing to provide the service needed.

*The Information System Report was prepared and submitted by:
Willetta Bolinger, Program Director, MountainHeart Community Services, Inc,
with assistance from Michael Stafford, IT Coordinator, and Kate Didden, EITC
Coalition Manager*



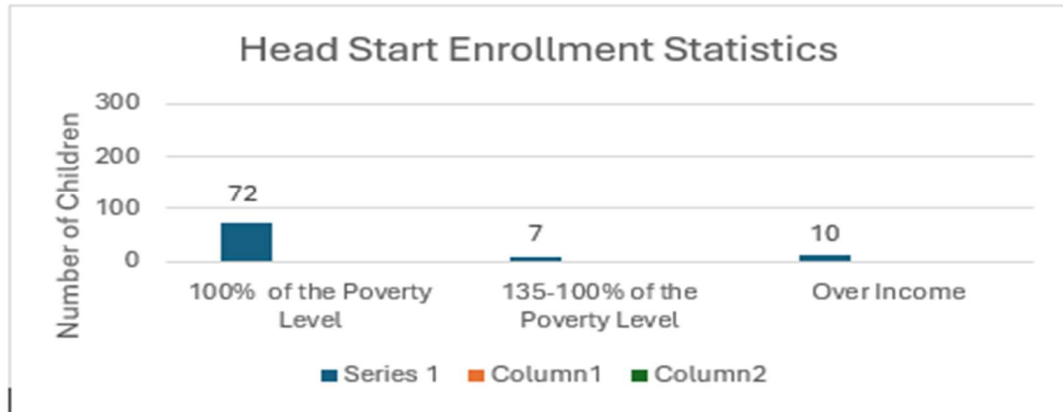
Head Start and Early Head Start



151 children were served during 2025 by the Early Head Start Program. 100% enrollment was achieved throughout 2025. The above chart indicates the status of the children who were approved: 66 children served were approved below 100% of the Federal Poverty Guidelines, 3 children served were approved between 135-100% of the Federal Poverty Guidelines, and 8 children served were approved over the Federal Poverty Guidelines.

83% of the children served through the Early Head Start Program received a professional dental exam.

46% of the children served through the Early Head Start Program received a medical exam.



250 children were served during 2025 by the Head Start Program. 100% enrollment was achieved throughout 2025. The above chart indicates the status of children who were approved under: 72 were approved below 100% of the Federal Poverty Guidelines, 7 children served were approved between 135-100% of the Federal Poverty Guidelines, and 10 children were approved over the Federal Poverty Guidelines.

86% of the children served through the Head Start Program received a medical exam.

80% of the children served through the Head Start Program received a professional 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 council policy. 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 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

2025-2026

Domain:	<i>Physical Development & Health</i>
Domain Elements:	Physical Health Status, Health Knowledge & Practice
Program Goal:	Families will gain knowledge about the importance of consistent physical and proper nutrition.
EHS Goal:	All infants and toddlers will develop the gross motor manipulative skills needed to coordinate movements effectively during physical activity.
	<i>Domain: Perceptual, Motor, and Physical Development</i>
	Sub-Domain: Gross Motor
	IT-PMP 3. Child demonstrates effective and efficient use of large muscles for movement and position.
	WV Early Learning Standards Framework: Infant/Toddler – Motor Development/Gross Motor
Head Start Goal:	All children will increase their daily physical activity level.
	<i>Domain: Perceptual, Motor, and Physical Development</i>
	Sub-Domain: Gross Motor
	P-PMP 2. Child uses perceptual information to guide motions and interactions with objects and other people.
	WV Early Learning Rating Scale: Large Muscle Coordination
	PH.PK.11 Develop motor coordination and skill in using objects for a range of physical activities.

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 educational material about physical activity and gross motor development.

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 develop social problem-solving skills to reduce instances of conflict with peers and challenging behaviors.

EHS Goal:

All EHS children will learn to recognize the emotions of self and peers.

Domain: Social and Emotional Development

Sub-Domain: Sense of Identity and Belonging

IT-SE 10. Child shows awareness about self and how to connect with others.

WV Early Learning Standards Framework: Infant/Toddler – Social/Emotional Development/Peer Interaction

Head Start Goal:

All children will use basic strategies for dealing with social conflicts.

Domain: Social and Emotional Development

Sub-Domain: Relationships with Other Children

P-SE 5. Child uses basic problem-solving skills to resolve conflicts with other children.

WV Early Learning Rating Scale – Social Problem Solving

SE.PK.16 Use and accept negotiation, compromise, and discussion to resolve conflicts.

Program Strategies:

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

Provide families with information on 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.

Teachers will respond promptly to potential social conflicts and guide children in conflict resolution strategies.

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:	<i>Cognitive & General Knowledge</i>
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 with a solid foundation in math concepts such as counting, quantifying, spatial relationships, shapes, measuring and patterns.
	<i>Domain: Cognition</i>
	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.
	<i>Domain: Mathematics Development</i>
	Sub-Domain: Counting and Cardinality
	P-MATH 3. Child understands the relationship between numbers and quantities.
	WV Early Learning Rating Scale – Functional Counting
	M.PK.4 Understand the relationship between numbers and quantities; connect counting to cardinality.
Program Strategies:	Provide information and training 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:	<i>Language & Literacy</i>
Domain Elements:	Language Development
Program Goal:	All children will meet their developmental milestones in language and writing development.
EHS Goal:	All EHS children will expand their vocabulary and develop effective verbal communication skills.
	Domain: Language and Communication
	Sub-Domain: Communication and Speaking
	IT-LC 8 Child uses an increasing number of words in communication and conversation with others.
	WV Early Learning Standards Framework: Infant/Toddler – Language and Literacy/- Communication and Speaking
Head Start Goal:	All children will develop writing skills needed to convey meaning.
	Domain: Literacy
	Sub-Domain: Writing
	P –LIT 6. Child writes for a variety of purposes using increasingly sophisticated marks.
	WV Early Learning Rating Scale – Production
	ELA.PK.25 Writing: Production and Distribution of Writing.
Program Strategies:	Assure that all teachers are providing a high-quality foundation for language and writing development by completing CLASS, fidelity, classroom observation, aggregating checkpoints, and tracking developmental screenings.

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

EHS staff will use daily routine activities to promote rhyming and awareness.

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 relates to a child's speech, language, and writing development. Provide prenatal clients with training at socialization that stress the importance of babies being exposed to a rich language environment.

Provide writing activities for children to re-tell stories including drawings and illustrations.

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; Families as Learners

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.

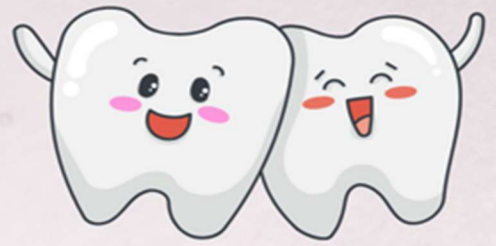
EHS Goal: All children will appropriately manage their own actions and behaviors through classroom structure and routine facilitated by classroom staff.

Domain: Approaches to Learning

	Sub-Domain: Emotional and Behavioral Self-Regulation IT-ATL 2. Child manages actions and behaviors with the support of familiar adults. WV Early Learning Standards Framework: Infant/Toddler – Social Emotional Development/Adult Interaction
Head Start Goal:	All children will be able to understand and meet the behavioral expectations of the classroom. Domain: Approaches to Learning Sub-Domain: Emotional and Behavioral Self-Regulation P-ATL 2. Child follows classroom rules and routines with increasing independence. WV Early Learning Rating Scale – Regulation of Emotions and Behavior SE.PK.9 Follow basic rules and routines
Program Strategies:	Classrooms will provide a daily schedule with words and pictures. Classroom rules will be posted for children to see with words and pictures. Teachers will give children advance notice of transitions between activities. Provide information to families/parents at parent meetings, education advisory, home visits, and parent conferences about the importance of structure and daily routines. Staff will ask children questions throughout the day such as “What happens next”, “What will happen”, and “What could we do”, “What else could we do”. Staff will communicate behavioral expectations to children regularly.
Family Outcome:	Family as Lifelong Educators Positive Parent-Child Relationships

Home Base 1

-Kristin Stewart



Miss Kristin's Home Base went to the dentist together to get check-ups and cleanings! Afterwards they got a goodie bag and some very cool masks.

Dental Day is an important event for Early Head Start children because it promotes good oral health habits from a young age. It provides children with early exposure to dental care, helping to reduce fear of the dentist while allowing professionals to catch and prevent issues like cavities before they become serious.

Our goal is to educate families and caregivers on the importance of oral hygiene. Dental Day supports healthy development and sets the foundation for a lifetime of good dental practices!



Baileysville

Early Learning Center

During Book Week, we were thrilled to welcome parents into our classroom to share stories with the children. Their enthusiasm and involvement made the week extra special, creating meaningful moments of connection and helping foster a love of reading for all our students.



Home Base Social

Social happens twice a month. During this, we offer health & safety education and activities for prenatal women, infants and children. This allows parents and children to interact with their peers as well as gain helpful knowledge on things such as parenting and health tips. We also provide a nutritional meal to parents and kids! We have “lunch with the bunny,” and “breakfast with Santa” during the holidays! - Lori Brown Home Base 4



IF YOUR FAMILY IS ENROLLED IN HOME BASE, PLEASE GET WITH YOUR HOME EDUCATOR FOR DETAILS TO ATTEND THEIR SOCIAL EVENTS!



Clean Fork 1

Pre-K Head Start



Our Pre-K class enjoyed a fun and engaging trip to the library, where children strengthened early literacy skills, built curiosity through exploring books, and practiced important social skills like listening, sharing, and following routines

Southern Pre-K Head Start

Parent Activity



Parental involvement is a key component of the Head Start program, helping to support children's learning and development from an early age. When parents engage in their child's Head Start experience —by volunteering in the classroom, participating in classroom activities, or joining parent meetings— they build strong partnerships with educators and become active contributors to their child's growth!





CAR SEAT INSTALLATION



From our car seat safety event:

PAT—Tonya Tilley, Dina Prince, and Ashley Stewart

HomeBase—Kristyn Ball

Family Service Specialist—Kristin Stewart

**Keep an eye out for
our next event to
get your children's
seats checked!!**



Qualified car seat installers, often certified as Child Passenger Safety Technicians (CPSTs), complete specialized training through a national program that teaches them how to properly install and inspect car seats for all age groups. They stay up to date on safety guidelines, car seat models, and vehicle compatibility. Properly buckling and securing a car seat is essential for protecting small children in the event of a crash, as even minor missteps can reduce the seat's effectiveness. Ensuring a snug fit and correct harness placement can be the difference between injury and safety.

Success Stories

- My name is Annie Shrewsbury and before I was employed with MountainHeart, I was in college and working at McDonald's while pregnant. I enrolled in their Prenatal/Early Head Start program so I could prepare myself for my baby. During this time, I learned a lot about what to expect when expecting and what MountainHeart can help me with. After I had my daughter, Amelia, she was subsequently enrolled into Clear Fork Early. I was able to work, and I knew my baby was in great hands learning and playing. It's been a wonderful experience and I'm so thankful for them. I truly appreciate them all for helping with so much when I needed diapers, wipes and formula or anything else. To this day my daughter, who is now 5, talks about how much she loved her teachers. She is now in her last year of PreK in Clear Fork I Head Start. I eventually put in an application with MountainHeart as a Support Specialist. I am now a Family Service Specialist, and I will be employed here for two years next month. I love my job and I'm so thankful I can work in the program that helped my daughter and myself have a better life.
- As both a former and current head start parent, I can't fully put into words how grateful I am for this program. I was a teen parent at the age of 16 and scared for the future. I started in the prenatal program where I learned so much about what to expect and the resources available. I'll never forget being scared to leave my baby in the care of someone else. I really thought I would back out of leaving him and then struggle to finish high school. After our first home visit with his teacher (Ms. Paula), I was so relieved. She immediately connected with him, and you could tell he was going to be loved and taken care of. My baby went to Early Head Start at Wyoming East Early Head Start when he was just a few months old and eventually went to Southern Head Start until he aged out. This program allowed me to finish high school and get a start on college with the peace of knowing my baby was well taken care of. The staff became like family and will always hold a special place in my family's heart. Volunteering in the classroom made me realize that this is the career for me. I ended up getting my associate's in early childhood development and getting a job as a bus operator in Early Head Start. I moved up to a teaching position recently and truly love working with children and families. I now have a two-year-old son, and we participated in the PAT while I was on maternity leave. It was very informative and helpful also! My youngest son is now in Early Head Start, and it's a blessing to have this opportunity again so that I'm able to work. Head Start provides children with an early start on learning and developing social skills needed for the future while giving families opportunities too. Megan Bailey
- Dear Mountain Heart Team,
I am writing this letter to express my deepest gratitude for the incredible support Mountain

Heart has provided to my family. In times when things felt overwhelming, your organization stepped in as more than just a service provider—you became a vital support system for us. The impact you have had on our lives is visible in so many ways:

Growth and Development: I am especially thankful for the patience and guidance provided to help potty train my children. Reaching that milestone was a huge achievement for our family, and your resources made the process much more manageable. Helping them learn their ABCs, 123s, and getting them ready for kindergarten.

A Safe and Stable Home: The assistance we received for home repairs has been life changing. Knowing that our living environment is safe and secure gives me a peace of mind that is truly priceless.

Guidance and Opportunity: Your team has been instrumental in helping me find the right resources and the path forward, ensuring that I have the tools I need to build a stable future for my children.

Because of Mountain Heart, my children are thriving in a safe, supportive environment, and I feel empowered as a parent. Thank you for everything you do for our community and for treating my family with such care and dignity.

Sincerely, Brandy Lane.

- Mountain Heart has had an incredibly positive impact on our family and our child's early development. Through their thoughtful hands-on approach, our child has gained confidence in key milestones like potty training while also developing strong social skills in a nurturing environment! What truly sets Mountain Heart apart is the sense of community they create, not just for the children, but for parents as well. The teachers genuinely treat you like family, not just another parent dropping off a student. Their care, patience, and dedication are evident every day, and we are deeply grateful for the support, guidance, and love they provide during such an important stage of our child's life. I couldn't imagine starting my child's early education at any other location. Mountain heart has helped my child and our family in more ways than I can say. Without mountain heart, my child would possibly still be struggling with the key milestones they helped her achieve! Not only do they provide the upmost help to our children. They are always there to give support and guidance in any way a parent could need. We deeply appreciate our positive experiences with Mountain Heart!

i wanted to send my success story here!

as with her sister, naomi joining the early head start program has been life changing. she'll be turning 2 this year, & the leaps in her development have been incredible. she can sing the entire ABC song, even finishing a line of the song if you start it out of order. her use of eating utensils has improved dramatically, & her language skills/ comprehension have blown us away! she loves other children & loves to play, but the structure of the classroom also helps her with our routine at home! naomi now enjoys brushing her teeth, sitting down for longer than 10 minutes for activities like drawing or building blocks, helping to clean up her toys, and trying to hold conversations by asking questions. we are always grateful to headstart for the opportunities they have given our girls, and are blessed beyond measure to have these resources accessible to the kids in our community! thank you to the maben early headstart staff for loving my baby & encouraging her to be the smart, funny, curious she has always been 💖

head start for us has been truly life changing. when we started, we were struggling with just going about her day to day life. she couldn't tolerate hygiene practices like teeth brushing or potty training. she couldn't tolerate foods that weren't a certain color or texture being anywhere near her. she couldn't voice what was wrong when one of these triggers paralyzed her, and then she couldn't tolerate the explosive emotions that came afterwards.

my baby is about to turn 5. she can write her letters now. brush her teeth. she is fully potty trained. she no longer parallel plays with other children, she joins in the group to participate in play. my baby can tell me when something bothers her now and why it bothers her. she has grown tremendously in a small classroom in the hollers of southern WV, a true testament to the importance of access to headstart for families everywhere. i pray for the program to continue to help children in our communities thrive and i will forever be grateful to the staff at Maben Headstart for seeing my daughter as the bright, determined, funny & empathetic little girl she has always been.

thank you all for everything you do. we love & appreciate you so much 🌸

- I am a current Head Start Parent! I learned about Mountain Heart through very close friends and family. My oldest was sadly delayed with speech for the first year of his life. A didn't have any kid friends to play with for the first few years, so he was rather shy. Very to himself. Even though we worked with him at home on speech, it just seemed what we were doing wasn't helping the best. Even though my mommy heart hurt at the thought of my baby going to school, we signed him up. His first and only year of pre-k helped him in more ways than I ever thought it would. My shy little boy had busted right out of his shell before the end of the year! He was coming home telling me all the things he had learned, the activities they had done in the classroom. And I could tell some things he had trouble saying, were getting a lot better. During my first son's first and only year of pre-k, my second son would get so upset he couldn't go. So, once the new school rolled out, we signed him up. He is never a

morning person, but if it's a school morning, he's ready to get up, get ready, and wait for his bus. Before he catches the bus, I always get asked a dozen questions about "what do you think we'll do today". The moment he gets off the bus he goes on and on all evening about all the things he has done in his center and all the things he has learned about! He is not ready for his last year to be over. He's not ready to move on from his amazing teachers or the friends he has made. During my first son's first year, I joined policy council. I have been apart for 3 years now. During these three years I got to know some of the workers, who are very kind and have been so welcoming. Helpful and very informational with any questions I have. Also, I got a better understanding of Mountain Heart. I could say so many nice things. However, if it's one, I brag about most to people, it's how they allow parents to be a part of so much and always willing to do what they can for families and or the community!

- Mt. Heart has helped my children get ready for kindergarten in so many ways. My son, Asher, goes to kindergarten in the up & coming school year & he has learned so much already. He knows just as much as my son who currently is in kindergarten. Arielle, my daughter, has learned a lot too. This is her first year & she can write the letter A & knows that's what her name starts with. She has learned all her colors & can count to 20. She's also more social now. I'm glad I made the choice to send my kids to headstart through mt. Heart!
- Mountain heart has helped my family in more ways than I could ever imagine...when my child first started pre k she was shy and didn't want to play with other kids and took her a long time to adjust to the whole school thing but after being there for over 2 years she has come such a long way. She's more open to her classmates and involved in the activity and learning and knows everything that a child her age needs to learn for kindergarten this year and probably so much more....she loves going to school now and enjoys everything about it and can't wait to come home and tell us how her day was or she wrote her full name and so much more....Mountain Heart is not just about the pre k they also help families that's in need or struggling with bills. Groceries or whatever it may be that you need and if at some point they can't they will find places that can help you out. Myself has been in the position where mt heart has helped me with things and it meant so much to me knowing they helped my family in time of need and appreciate everything they have done for us...I would recommend mt heart to everyone I know. Everyone that works there is amazing and does their job 100%...
- Mountain Heart has helped Corey so much in getting ready for kindergarten. His speech has improved greatly, and he has caught on with learning his ABCs and numbers. He is also more social now, and does very well working with others, his potty training is also going great.
- Charlene

- Before I sent my child to Mountain Heart Headstart, he could only say a couple of words and always played by himself. Since sending him to Mountain Heart his speech has improved immensely! He can have full conversations now and he never meets a stranger! My child is spelling his first name, singing his ABC's, counting to 15, and coming home singing songs he learned in class! I'm glad I decided to send him to Mountain Heart when I did. He looks forward to going to class and seeing his friends!
- As a parent, watching Amelia grow and overcome early challenges has been both rewarding and heartwarming. Before enrolling in Head Start, Amelia faced difficulties with social interactions, potty training, recognizing the ABCs, and even basic writing skills. However, Head Start played a transformative role in addressing these areas, helping my child thrive both academically and socially. Through interactive group activities like circle time, team projects, and role-playing, Amelia gradually became more confident, initiating conversations, sharing, and making friends. Consistent routines and patient guidance from caring teachers reinforced positive bathroom habits. Peer modeling also played a role, as Amelia observed classmates confidently using the restroom. Fun, engaging activities such as alphabet songs, flashcards, and interactive games made learning letters enjoyable. Repetition and visual aids strengthened letter recognition. Hands-on activities such as tracing letters, drawing shapes, and simple writing exercises strengthened Amelia's fine motor skills and writing confidence. Over time, I witnessed remarkable changes: Amelia confidently engages with peers, initiates play and expresses emotions effectively. Potty training milestones were achieved, with increased independence. Recognizes and recites the ABCs with enthusiasm. Writes simple letters and shows excitement in practicing new skills. Beyond Amelia's academic and social progress, Head Start has been a pillar of support for our family. During Thanksgiving, Head Start provided invaluable assistance, ensuring that our family had a warm, nourishing meal to celebrate the holiday. This thoughtful support not only eased financial stress but also brought us closer together in gratitude. Additionally, Head Start helped both Amelia and I navigate separation issues. The caring staff created a comforting environment that reassured Amelia during our time apart and provided me with guidance and strategies to ease the transition. This support strengthened our bond and helped Amelia develop a sense of security and independence. Head Start provided more than just academic fundamentals; it fostered Amelia's social, emotional, and developmental growth while supporting our family through meaningful gestures and guidance. The dedicated educators, supportive environment, and thoughtfully designed activities made all the difference. Today, Amelia thrives, and I am deeply grateful to Head Start for laying such a strong foundation.
- The Head Start program has been wonderful for each of my three children. We currently have two enrolled in class together and it has helped our family tremendously. They gain some independence while learning new social and academic skills. I love listening to what they have learned each day. They know that their teachers care for them as well, which has helped the transition into school

age. I chose Head Start for each of my children for several reasons, one being the small, personal atmosphere that I feel provides a safe and quality experience. I appreciate the parent/student activities that the teachers plan each month also. I feel confident that Head Start has well equipped my children for Kindergarten.

MEDICAID WAIVER

The Aged and Disabled Medicaid Waiver Program is a long-term care option that provides in-home care and community help. These services are an alternative to institutionalization.

Case Managers are professionals who assess and identify your needs, help you plan for your care, and advocate for and connect you with services and community resources. These services are coordinated with the personal attendant or resource consultant agencies.

Financials:

The Medicaid Waiver Program operates using unrestricted funds that vary.

Program Staff:

Program Director

1-Clerical

5-Full Time Case Managers

Outcomes:

325 out of 325 seniors (65+) maintained independent living.

325 out of 325 individuals with disabilities maintained independent living.

Success Stories:

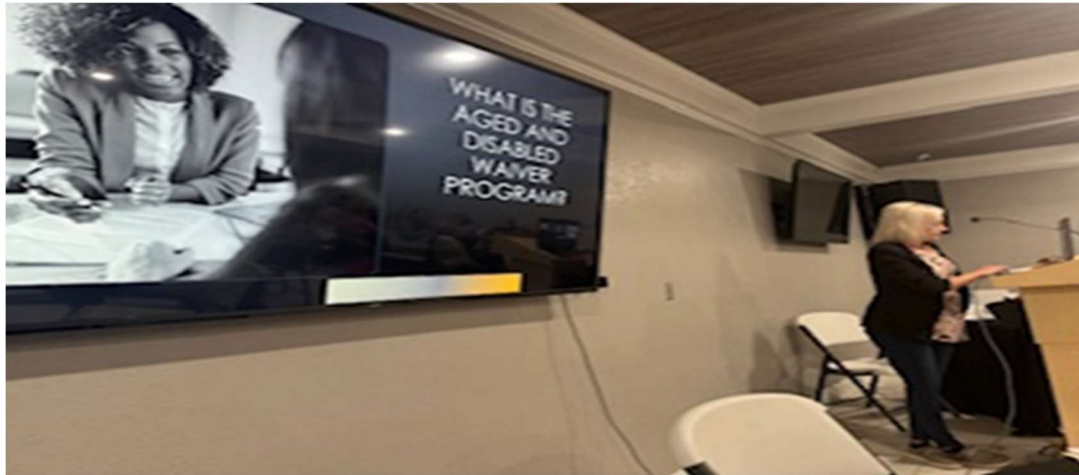
Jordyn, a Case Manager wrote

"One of my favorite success stories so far happened during my first month in this position. A member of mine living with Multiple Sclerosis shared that he was having a hard time getting in and out of his home because of the steep concrete steps leading to his door. I could hear how much it affected his independence and daily life, so we got to work exploring his options. Being part of the Medicaid Waiver program, we were able to secure funding from the Environmental Accessibility Adaptations (EAA) program to have a ramp built for him within six months. Seeing how this simple change made such a big difference, allowing him to safely and confidently access his home—was incredibly rewarding. It reminded me why I love what I do and the real impact our work can have on someone's quality of life."

Kayla, a Case Manager wrote...

- 1.** A member needed a lift chair. His current recliner was stuffed with pillows as it had a hole where it had been sat in for so long and worn down. Through EAA, I was able to obtain a brand-new lift chair for him with no cost to him.
- 2.** A member needed incontinence supplies and because our wonderful community had donated supplies, I was able to bring her what she needed the same day she requested.
- 3.** A member needed incontinence supplies and a walker. Her health was keeping her from getting to her physician to get a Rx wrote but because of medical supply donations, I was able to bring both items to her.

Case Managers representing the Medicaid Waiver Program at community outreach and educational events.





Weatherization

Weatherization is a federally funded program designed to assist low-income families in energy conservation repairs to reduce heating and cooling utilities, health and safety measures, air sealing, insulation, and tune ups to help reduce costs.

Who is Eligible?

Families that fall into the Federal Poverty Guidelines, Low-income, Elderly, Disabled, Children, and those with high energy burdens.

Success Stories

To Whom It May Concern,

Hello, our names are John and Susan Craft from Little Creek, WV, 24870.

MountainHeart came to our home in 2025 to help us with much-needed repairs. First, they installed a heat pump. Both of us are disabled and live month to month, paycheck to paycheck, and we both have health issues. This help meant more to us than words can say.

They later returned and completed weatherization work on our home. They blew insulation into the walls and attic, caulked all the windows and doors, repaired our deck, and fixed several holes we didn't even know we had. Because of their hard work, our home is now so much warmer in the winter and cooler in the summer than it has been in many years. It truly feels like a new home.

Later, when our washer started making loud noises and finally stopped working after nearly 20 years, MountainHeart helped us get a new one and hauled the old one away. That was another huge blessing to us.

We also had the privilege of speaking with Carol Miller, and we were able to share with her how much MountainHeart has helped us. Like we told her, our home is so much better than it was before MountainHeart came into our lives.

Everyone we spoke with in the office was kind, respectful, and helpful. We truly could not have had all of this done without the amazing people at MountainHeart. Every worker who came into our home worked hard and took pride in doing the job the right way.

Because of their dedication, our house is more comfortable, our electric bill is lower, and we feel more secure—especially during this cold weather.

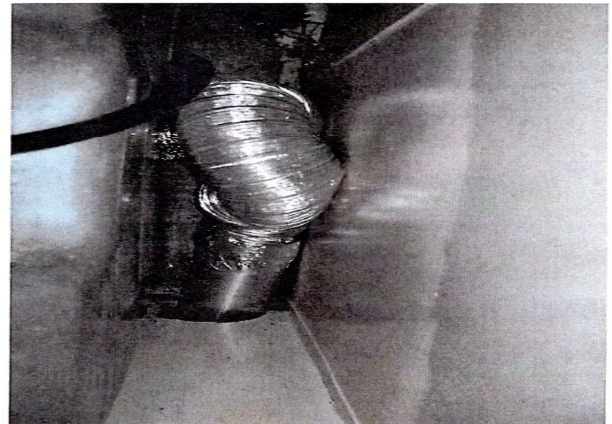
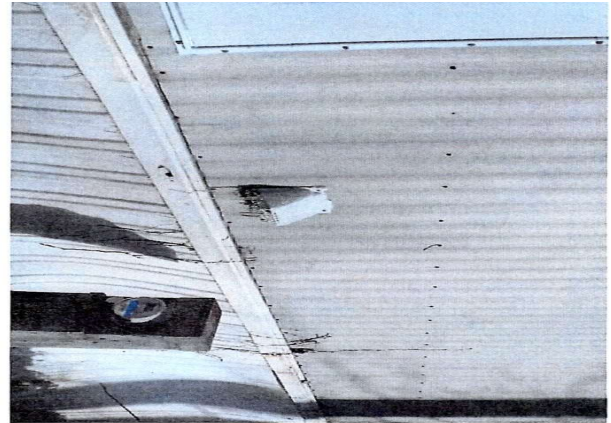
We are beyond grateful for everything MountainHeart has done for us. Thank you for caring about people like us and for making such a difference in our lives. Your kindness and hard work will never be forgotten.

With sincere appreciation,

John & Susan Craft



"They did an excellent job, and I can already tell a difference in my home. I no longer have to keep my thermostat set as high, which has been a big help. I truly appreciate everything you all have done for me. God bless you all."



"The team was very courteous and professional. The insulation has made my home noticeably warmer, especially the floors, and my ceilings have improved significantly. These upgrades will be very helpful during the winter months and should reduce heating costs. The ceiling tile is beautiful, and the washer and dryer were an unexpected and appreciated addition. I am also grateful that my water lines were wrapped, which helps protect my home during colder weather. I sincerely appreciate all the work completed. Thank you."

